

**EAP ASSOCIATION**

# Exchange

The Magazine of the Employee Assistance Professionals Association

**The Core of  
Addictive  
Behavior**

.....

**Process  
Addictions**

.....

**Substance  
Addictions**



*Highlights  
of the 26<sup>th</sup>  
EAPA Annual  
Conference*

# Addiction in the Workplace

**INSIDE: FY 1997 FINANCIAL REPORT & FY 1997 EAPA EXCHANGE INDEX**

Coming in 1998!

## The Employee Assistance Law Desk Book

by Sandra Nye, JD, MSW  
Published by The EAP Association

EAPA Member Price:  
\$69.95 (plus \$6.00 shipping and handling per copy)  
Pre-Publication Non-Member Price:  
\$79.95 (plus \$6.00 shipping and handling per copy)  
Non-Member Price After February 28, 1998:  
\$85.00 (plus \$6.00 shipping and handling per copy)

For more information, contact:  
Employee Assistance Professionals Association  
2101 Wilson Boulevard, Suite 500, Arlington, VA 22201  
(phone) 703-522-6272 • (fax) 703-522-4585.

### Featuring

- 600+ pages of information in convenient, easy-to-comprehend Q&A format
- A customized notebook (for easy updates as laws change)
- A comprehensive description of employee assistance legal issues
- Dozens of case studies
- Appendices describing essential legal cases

### About the Author

Sandra Nye received her JD from De Paul University College of Law in 1982 and her MSW from Loyola University School of Social Work in 1974. Ms. Nye is principal of the Chicago law firm of Nye and Associates, Ltd., concentrating in law related to human service delivery and family law. She is author of three editions of the *Employee Assistance Law Answer Book*, and of numerous articles and chapters on legal issues in human service delivery.

## EAPA Staff Opening

### Labor/Other Member Segments Manager

The Labor/Other Member Segments Manager determines the professional needs of EAPA members in labor and specific groups and work settings.

#### The Labor/Other Member Segments Manager will:

1. Coordinate with members of labor and other core groups to propose, design, and implement programs that meet identified needs, within the context of the overall welfare of the entire Association.
2. Will assist in increasing membership in EAPA in these specific groups.
3. Will work with EAPA chapters on issues affecting members who work in labor and other employee assistance programs.
4. Will prepare quarterly newsletters for these groups.
5. Will be staff liaison to the Labor Committee and other committees as assigned.
6. Will coordinate and assist other departments within EAPA to meet the needs of these specific groups.

#### All candidates should have knowledge of or experience in two of the following areas:

1. Labor EAPs
2. EAPs in general
3. Working with association general membership, association chapters, or specific segments
4. Association marketing

Candidates must have current membership in a labor union. Formal education, nonprofit or association work experience a plus.

#### All candidates should have:

- A strong customer service orientation
- Excellent communications skills
- Knowledge of computers
- Newsletter writing/publishing experience

**Salary:** mid \$20's to low \$30's depending on experience, plus full benefits package.

EAPA is an equal opportunity employer and does not discriminate because of disability, race, religion, or sex. Minorities, women, and persons with disability are encouraged to apply.

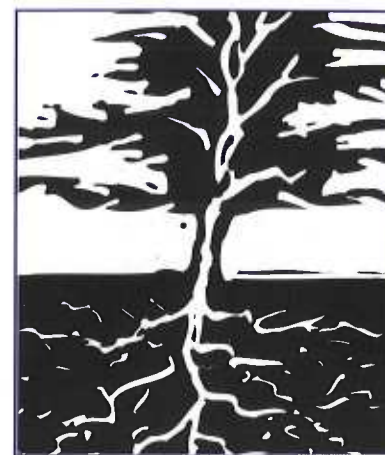
Please submit your resume to EAPA Director of Member Services. Closing date for this position is March 31, 1998.

# Contents

The Magazine of the EAP Association • January/February 1998 • Volume 28 No. 1



## Feature Stories



**The Core Addictions: The Roots of Addictive Behavior** Page 10  
To avoid lapsing back into addictive behavior, it's important to work on the root cause.

**The Food Frenzy: Why Willpower Doesn't Work** Page 12  
EAPA member Lynn Elliott-Harding tells why eating disorders are a form of substance dependence.

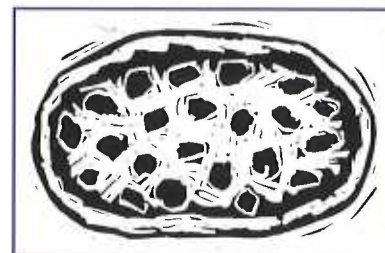
**"It's None of Our Business..."** Page 14  
Patrick Carnes explains why EA professionals need to know about the patterns of sexual addiction.

**The Cost of Doing Nothing** Page 16  
This CEO describes the very expensive practice of doing nothing to fight drugs in the workplace.

**EAPA Audited Financial Statements, Year Ended June 30, 1997** Page 22

**Highlights of the 1997 Annual Conference** Page 26

**EAPA Exchange Author and Subject Indexes** Page 33



## Departments

### ■ Front Desk Page 2

The Many Faces of Addiction

### ■ President's Page Page 4

Step 2: Working Side by Side

### ■ From the COO Page 6

A Strong Foundation for 1998

### ■ On the Labor Front Page 38

Another Look at the Internal EAP from the Ranks of Labor

### ■ Certification Update Page 40

Strengthening the Integrity of the CEAP Credential

### ■ International News Page 41

Britannic Chapter Members Share Views on 26th EAPA Annual Conference

### ■ Index to Advertisers Page 6

# Front Desk

This month's message is from Jim Wrich, chairman of the EAPA Exchange Advisory Committee.

## The Many Faces of Addiction

As EA professionals, many of us earned our reputation in the workplace by knowing how to intervene successfully with employees who are addicted to drugs or alcohol. This issue of the *EAPA Exchange* introduces us to some other types of addiction, which, if left untreated, can be equally harmful to employees and their families.

Our lead article, "Core Addictions: The Roots of Addictive Behavior," by Carolyn Eick, explains that all addictive behavior stems from cravings for three things. If someone fails to deal with the "core" addiction, that person's cravings can erupt into substance (drugs, alcohol, food) or process (sex, gambling, work, and others) addictions. "The Food Frenzy: Why Willpower Doesn't Work" by Lynn Elliott-Harding, CEAP, provides essential advice on how EA professionals can recognize and help someone who may be addicted to food. "It's None of Our Business..." by Patrick Carnes explains why EA professionals should increase their knowledge of sex addiction and its effects on the workplace.

Last, and certainly not least, is an article that will be distributed to corporations throughout the country after the upcoming program, "Moyers on Addiction: Close to Home," is aired (currently scheduled to be broadcast on PBS on March 29, 30, and 31.) "The Cost of Doing Nothing" by Fred Hafer reaches out to executives and managers who are not yet actively involved in the war on drugs in the workplace. This article is part of a booklet of information that will be given to corporations requesting information on how to keep drugs out of the workplace. All EAPA members are urged to join local PBS stations in getting the word out about this upcoming program that supports EAPs as one of the most effective tools in the war on drugs.

As always, we welcome your comments and contributions. The editorial calendar on page 18 describes issues that will be addressed in 1998. On behalf of the *EAPA Exchange* Advisory Committee, I hope that 1998 will bring many happy and prosperous EAP opportunities.

Sincerely,



Jim Wrich  
Chairman  
EAPA Exchange  
Advisory Committee

## Exchange

### ADVISORY COMMITTEE

**James T. Wrich, Chairman**  
Chicago, IL  
312-362-9500

**Tamara Cagney, CEAP**  
Pleasanton, CA  
510-426-9681

**Jim Carpenter**  
Detroit, MI  
313-926-5513

**Elena B. Carr, CEAP**  
Falls Church, VA  
703-207-8546

**David L. Coles, CEAP**  
Houston, TX  
713-676-3540

**Joseph J. Kraus, CEAP**  
Oak Creek, WI  
414-768-2465

**Tim McGinnis, CEAP**  
Toledo, OH  
419-470-5130

**Helen McGlynn**  
St. Louis, MO  
314-768-3830

**Tom Pasco, CEAP**  
Southfield, MI  
313-225-8608

**Crystal Haymen Simms**  
Newark, DE 19808  
302-764-1374

**Kay Springer**  
EAPA Headquarters  
703-522-6272

**Coming in the next issue:**

*Defining the Core and Concept of EAPs*

# Sundown M Ranch

Established 1968

*The oldest residential alcohol and drug addiction treatment center in the state of Washington*

### We get Results

Our independent outcome studies show 68-72% of these individuals completing treatment are still clean and sober after the first year.

### Affordable

Our costs are the most reasonable in the nation. A 21-day inpatient ADULT stay is \$2730 or \$130 per day. A 28-day inpatient ADOLESCENT stay is \$4060 or \$145 per day. These prices include psychiatric and medical consultation, family counseling and family room and board. Treatment is covered by most insurances/managed health care.

### Experienced

Sundown M Ranch has been in operation since March 1968. Over 45,000 adults and adolescents afflicted with the disease of alcoholism and drug addiction have been led back to sober, productive lives by our dedicated, well-trained professional staff.



## Sundown M Ranch

P.O. Box 217, Selah, WA 98942  
(509) 457-0990 (800)326-7444

# President's Page

## Step 2: Working Side by Side

by Don Magruder, CEAP



DON MAGRUDER, CEAP  
EAPA President

In the last *EAPA Exchange* issue, I promised to share another in a series of steps that can help us strengthen our solidarity as EAPA members. Step Two is: *Recognizing that our greatest strength comes from working together, we will work side-by-side as brothers and sisters to lead the EAP field and promote its benefits to the working world.*

As I was preparing a list of our accomplishments as an Association in 1997 for our annual business meeting, I could easily see that we have already made great progress in this area, thanks to the outstanding efforts of our committees and other volunteers, who have given their time to benefit EAPA. The following are just a few examples of the many selfless ways our committees and volunteers have served us in the past year:

- The Legislative Committee, managed by Chairman Roy Sonovick, CEAP, is leading us in one of the most critical battles we have ever faced—the fight to see the CEAP credential accepted as the criteria for state licensure of EAPs. Their recommendations for EAP definitions will help increase awareness and understanding of what EA professionals do.
- The Ethics Committee, under the leadership of Chairman Greg DeLapp, CEAP, has approved and published a new *Code of Ethics*. The new Code, which, appeared on pages 8-9 of the September/October issue of the *EAPA Exchange*, will be published in the *1998 Member Resource Directory*, and is available through the EAPA Resource Center.
- The Standards Committee, co-chaired by Bern Beidel, CEAP, and

John Maynard, CEAP, has published a revised version of the *EAPA Standards*, which is also available through the EAPA Resource Center.

- The Labor Committee, under the leadership of Ted Mapes, CEAP, helped resolve some internal differences of opinion that challenged the Association.
- The EAPA Education and Training Committee, chaired by Sandra Turner, CEAP, managed the development of pre-conference training programs in 1997. Kudos to them for their excellent work.
- Our ever-vigilant Finance Committee, led by Chair Linda Sturdivant, CEAP, is keeping us in the black. In the last fiscal year, we acquired \$433,000 in surplus funds, which we are using to pay for special projects that have already been identified.
- The Gay and Lesbian Committee, chaired by Bernie McCann, CEAP, has developed a list of resources that will be helpful to workplaces that want to address the needs of this special interest group.

These are just a few of the concrete examples of how EAPA members have worked together to improve the profession and share our good news with the working world. We have much more to do in 1998, and we will continue to count on our committees for their leadership that is so important to all of us. (And if you're not already on a committee, please think about joining one.)

More good news came in from other areas as well. Here are a few examples:

- The Annual Conference continues to draw the largest number of EAPA

members and friends—2,454 were on hand in Baltimore to participate in some of the most exciting programs we've ever offered. During that conference, we were honored to have Stephen Hyman, M.D., director of the National Institute of Mental Health, and Nelba Chavez, administrator of the Substance Abuse and Mental Health Services Administration (SAMHSA) participate in two very well-attended forums. Chavez chose to release some very encouraging news about EAPs during the conference. (See page 29 for more information.)

- Noted Attorney Sandra Nye signed an agreement with EAPA to publish her fourth book entitled *The Employee Assistance Law Desk Book*, 600+ pages of the most recent and relevant information for EA professionals and HR managers. Copies will be available in early 1998. (See inside front cover for information on how to order the book.)
- EAPA's Houston Chapter worked with EAPA Headquarters to publish *Ethical Dilemmas in Workplace Counseling: A Casebook*, which contains essential information for EA professionals and others who must maintain ethical procedures in a world of constantly changing needs.
- Our 1997 membership campaign, as well as strategic pricing for the CEAP exam and our annual conference, have helped us acquire more than 7,000 members. Our ultimate goal is to have 10,000 members by the year 2000.
- EAPA's on the Internet with a new web site that, even in its infancy, is acquiring more than 10,000 hits monthly.

continued on page 7

WINDOWS BASED

NEW  
VERSION  
3.0!

NETWORK COMPATIBLE

INTERNAL  
EAP  
VERSION!

GREAT VALUE

CALL  
FOR A  
FREE DEMO  
PROGRAM

LABOR SAVING

## CASE MANAGEMENT

... the easy way!!

Now you can...

- Organize Client Records
- Maintain Resource Lists
- Match Providers to Client's Needs
- Evaluate Program Effectiveness
- Prepare Reports and Summaries

...ALL FROM YOUR DESKTOP COMPUTER!!

And, you'll...

- Save Money
- Reduce Administrative Overhead
- Decrease the Burden of Managing Data

## CaseManager

The easy-to-use, Windows compatible, EAP Information Management System

OFFICE AUTOMATION GROUP

(714) 831-6680

### EAPA'S BOARD OF DIRECTORS AND STAFF

#### EXECUTIVE OFFICERS

Donald W. Magruder	President
Jack Freckman	Vice President
John Hooks	Secretary
Linda L. Sturdivant	Treasurer
Gregory P. DeLapp	President-Elect
George E. Cobbs	Immediate Past President
Sylvia A. Straub	Ex Officio Member

#### REGIONAL DIRECTORS

Samuel Todaro	Eastern Region
Dotty Blum	Mid-Atlantic Region
Tom Cole	Mid-West Region
Karen Hagen	North Central Region
Mike Webb	Pacific Region
John Howard	Southern Region
Ken Burgess	Southwest Region
Donald G. Jorgensen, Jr.	Western Region
George Grant	Canadian Region
Stephen Galliano	International Region

#### SPECIAL DIRECTORS

Ruby Richardson	Diversity
Ted Mapes	Labor
John F. Dempsey	Internal Programs
Phil Hess	External Programs

#### CHAIRPERSON

Doug McKibbin	Employee Assistance Certification Commission
---------------	---

#### EAPA EXCHANGE

Kay Springer	Editor
Published by:	
EAPA, Inc.	
2101 Wilson Blvd., Suite 500	
Arlington, VA 22201	
(703) 522-6272	
Fax (703) 522-1260	

To advertise in the *EAPA Exchange*, contact: Marilyn Lowrance  
(703) 538-5557 • Fax (703) 538-4071

The *EAP Association Exchange* (ISSN 1085-0856) is published bimonthly for \$20 per year (from the \$115 membership fee) by the Employee Assistance Professionals Association, 2101 Wilson Boulevard, Suite 500, Arlington, VA 22201-3062. Postage for periodicals is paid at Arlington, VA and other offices. POSTMASTER: Send address changes to the *EAP Association Exchange*, 2101 Wilson Boulevard, Arlington, VA 22201-3062.

© 1998 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.



MANAGEMENT TRAINING FOR  
EMPLOYEE ASSISTANCE PROGRAMS

## EPISODES IN EAP!

© MCMLXXXIII MOTIVISION, LTD.

VIDEO WITH TRAINING GUIDE  
Supplement "The Dryden File II"

• VIGNETTES FOCUS  
SUPERVISORS ON WORK  
PERFORMANCE.

- MULTIPLE WORK SETTINGS.
- BREVITY WITH SUBSTANCE.

14:45 Min. Previews \$25 US  
\$395 US plus Shipping

ALSO ASK FOR COURTESY PREVIEW OF  
"EAP-AT YOUR SERVICE!" TO ENCOURAGE  
SELF-REFERRALS. 8 MINUTES

Classic on Video Tape.

## THE DRYDEN FILE II

© MCMLXXXVIII MOTIVISION, LTD.

HELP SUPERVISORS MANAGE  
PERFORMANCE PROBLEMS.

Turns wasted time  
into positive action.  
"... telling scenes"  
"... best I've seen"

24 Min. Previews \$25 US  
\$495 US plus Shipping

Call (914) 684-0110  
MOTIVISION, LTD.

2 Beechwood Road  
Hartsdale, NY 10530-1622  
FAX (914) 684-0431

# From the COO

## A Strong Foundation for 1998

by Sylvia Straub, Chief Operating Officer



SYLVIA STRAUB  
Chief Operating Officer

EAPA did very well in 1997, and I believe that 1998 will be an even better year for the Association. At the annual conference in Baltimore, President Magruder mentioned several achievements this year, including the highest membership count in EAPA's history, a new exhibit booth that traveled to six major professional meetings, a prestigious award for the *Exchange* (given by APEX '97 in the "most improved magazine" category), a very successful annual conference in Baltimore, and once again, a financial surplus that topped \$400,000 (see financial report on p. 22). Shortly after this issue appears, the *Employee Assistance Law Desk Book* by Sandra Nye, Esq., will be available from EAPA. The EACC had a recertification rate of 60 percent, up from 32 percent just three years ago, and in December 1997, nearly 500 individuals met the new requirements and sat for the certification exam.

In the area of legislation and public policy, the Legislative and Public Policy (L&PP) Committee, working with L&PP Director Sheila Macdonald, has developed and implemented a train-the-trainer program; chapters can access trainers in their regions to help them understand and move forward with the licensure process in their respective states. A special Task Force, headed by L&PP Chair Roy Sonovick, has come up with a position that defines employee assistance and the conditions under which EAPs should and should not be covered by laws such as the Comprehensive Omnibus Budget Rehabilitation Act (COBRA), the Employee Retirement Income Security Act (ERISA), the Health Insurance Portability and Accessibility

Act (HIPAA), the Mental Health Parity Act (MHPA), and others. The Board has approved the Task Force-developed position, and it will be used in working with the U.S. Department of Labor and other government agencies that develop regulations governing these laws. Given these developments, it's even more important that EAPA members and chapters attend the 1998 Legislative and Public Policy Conference, April 19-21, in Washington, D.C.

At international headquarters, EAPA Office Manager Jeff Durkin developed a web site ([www.eap-association.com](http://www.eap-association.com)), and if you haven't done so, I urge you to check it out. The web site has a wealth of information about membership, certification, and EAPA conferences, as well as links to other associations and to governments agencies. In 1998, we will expand the web site's capabilities so that individuals can join EAPA or register for conferences on-line. We have also installed a new phone system and will soon have fax back capability to transmit certain EAPA documents. You can also dial staff members directly, and the list of phone extensions is on page 7. These additions and improvements will help EAPA staff serve members more effectively.

None of these achievements was easily won, and they would not have occurred had it not been for the wisdom and discipline of EAPA's leaders, the commitment and hard work of EAPA's staff, and most of all, the desire of EAPA's members to strengthen the Association so that it could protect and advance the profession and serve its members well.

As we begin 1998, we must preserve and build on these accomplishments and deal more effectively with the Association's healthy diversity. As we serve all members, we must also pay attention to the needs of member segments within the Association. I was struck that EA professionals from 19 countries attended the annual conference in Baltimore this year. Their presence challenges all of us in the best possible way to understand cultural differences and to communicate effectively in this global community.

The staff joins me in wishing each EAPA member a happy, healthy, and prosperous 1998. ☺

Mark your calendars for the  
**Mid-Atlantic District I Conference**  
Williamsburg, Virginia  
July 19-22  
For more information, call  
**EAPA Headquarters at 703-522-6272.**

### Index to Advertisers

Buckley Productions .....	Cover 2
Callahan Techniques .....	24
COMPASS .....	21
J.S. Jeffrey's & Assoc. ....	7
Father Martin's Ashley .....	39
Medcomp .....	44
Motivision .....	5
Office Automation Group .....	5
Performance Resource Press .....	21, 42
Pride Institute .....	7
Sundown M Ranch .....	3
Xpression Products .....	21

## Helping Employees Cope With Change Seminar

8:30 to 4:00

March 27, 1998  
Washington, D.C.

Dr. J. Shep Jeffreys

Author of

*Coping With Workplace Change: Dealing With Loss and Grief*

Fee: \$125

(includes copy of book and instructional materials.)

6 EAP PDH's and 6 Social Work CEU's approved

For info:

J.S. Jeffrey's & Assoc.  
301-854-0623  
410-730-6070  
Fax 301-854-0413  
e-mail: [jeff23@erols.com](mailto:jeff23@erols.com)

### How to Contact EAPA Staff by E-Mail & Phone Ext.

Anthony Brown, Certification Assistant • Ext. 319  
[EAPCERTDEP@AOL.COM](mailto:EAPCERTDEP@AOL.COM)

Joni Reed Cooley, Certification Director • Ext. 311  
[EAPCERTDIR@AOL.COM](mailto:EAPCERTDIR@AOL.COM)

Mary Craigie, Membership Director • Ext. 315  
[EAPMEMDIR@AOL.COM](mailto:EAPMEMDIR@AOL.COM)

Katina Doulis, Receptionist • Ext. 301  
[EAPAMAIN@AOL.COM](mailto:EAPAMAIN@AOL.COM)

Jeff Durkin, Office Manager • Ext. 314  
[EAPOFFMAN@AOL.COM](mailto:EAPOFFMAN@AOL.COM)

Leesa Kuo, Convention Manager • Ext. 304  
[EAPCONVMAN@AOL.COM](mailto:EAPCONVMAN@AOL.COM)

Dan Taylor, Resource Center Manager • Ext. 307  
[EAPRESCEN@AOL.COM](mailto:EAPRESCEN@AOL.COM)

Sheila Macdonald, Legislation and Public Policy Director • Ext. 309  
[EAPLPPDIR@AOL.COM](mailto:EAPLPPDIR@AOL.COM)

Ruth Maupin, Accounts Receivable Manager • Ext. 312  
[EAPRECMAN@AOL.COM](mailto:EAPRECMAN@AOL.COM)

Ellen Miller, Annual Conference Director • Ext. 303  
[EAPCONVDIR@AOL.COM](mailto:EAPCONVDIR@AOL.COM)

Juanita Padgett, Membership Manager • Ext. 317  
[EAPMEMMAN@AOL.COM](mailto:EAPMEMMAN@AOL.COM)

Kay Springer, Communications Director • Ext. 308  
[EAPCOMMDIR@AOL.COM](mailto:EAPCOMMDIR@AOL.COM)

Sheree Clayton Thomas, Finance Director • Ext. 305  
[EAPFINDIR@AOL.COM](mailto:EAPFINDIR@AOL.COM)

Sylvia Straub, Chief Operating Officer • Ext. 316  
[EAPCOO@AOL.COM](mailto:EAPCOO@AOL.COM)

Nicole Whitlock • Ext. 313

Kimberly Willis, Certification Manager • Ext. 310  
[EAPCERTMAN@AOL.COM](mailto:EAPCERTMAN@AOL.COM)

## Is anybody else at this treatment center gay?

Drugs and alcohol are the first problem.... The next problem is finding a treatment center where your clients can safely be themselves and talk about the things they need to.

Fortunately, Pride Institute, the nation's leader in providing addiction treatment for the lesbian, gay, and bisexual communities, provides such an environment.

**PRIDE INSTITUTE**

800-54-PRIDE

Most insurance plans cover our programs.

### President's Page

Continued from page 4

- Using funds provided by Eli Lilly and Company, EAPA developed a 10' x 10' exhibit and showed it at six major 1997 conferences. We also produced a tabletop exhibit, which is now available for chapter conferences and smaller shows where we have a need to increase awareness of the CEAP credential.
- EAPA received an award for publication excellence in the Most Improved Category of the APEX '97 communications competition. The *EAPA Exchange* was one of 15 magazines that received recognition out of 675 entries.
- Our certification program continues to seat 300-500+ people for each exam. In May 1997, we started offering a French Canadian version of the exam are considering other versions to meet the needs of our members around the world.

Although our work world continues to change, creating more and more challenges for us as EA professionals, we can be encouraged by the impact we can and do have as EAPA members. It is very clear that the EAP field is better known today than it was five years ago. Working with and through EAPA, you have shared in that success. We will, no doubt, face other challenges in 1998. Working together, we can turn them into more EAPA opportunities in 1998. ☺

Next month: Step Three

# EAPA'S 1998 PUBLIC POLICY CONFERENCE (PPC98):

## SPOTLIGHT ON EAP LEGISLATION

EAPA'S 7TH ANNUAL PUBLIC POLICY CONFERENCE AND PRECONFERENCE CONFIDENTIALITY TRAINING (PPC98): APRIL 19-21, 1998;

(PRE-CONFERENCE) TRAINING: SATURDAY, APRIL 18, 1998  
HOLIDAY INN ON CAPITOL HILL, WASHINGTON, D.C.

BECOME INVOLVED IN EAPA'S FEDERAL AND STATE LEGISLATIVE INITIATIVES - PPC98 •

PRE-CONFERENCE TRAINING: LEARN HOW TO PROTECT YOUR EAP RECORDS • PREPARE TO DEAL WITH THE MOST CHALLENGING EAP LEGISLATIVE ISSUES • LEARN WHY WE MUST PRESS FOR LICENSURE, THE BENEFITS AND RISKS OF DOING SO, AND THE HARD LESSONS TO BE LEARNED FROM THE EFFORT SO FAR.

FOUR DAYS PACKED WITH EDUCATIONAL ACTIVITIES AND NEWS YOU CAN USE

### THE ISSUES:

**STATE:** EA LICENSURE AND DRUG-FREE WORKPLACE

**FEDERAL:** PARITY IN INSURANCE COVERAGE FOR SUBSTANCE ABUSE AND MENTAL HEALTH

**FEDERAL:** PROSPECTS FOR GOVERNMENT FUNDING OF NIH AND SAMHSA

**FEDERAL/STATE:** EA DEFINITIONS IN HEALTH LAWS

**FEDERAL/STATE:** EA RECORDS' CONFIDENTIALITY

### DAY 1: SATURDAY

EAPA National Confidentiality Training Course  
National Legislative Committee Meeting  
Networking Opportunities  
Self-Help Groups

### DAY 2: SUNDAY

Keynote Address -  
"A Time for Action: Legislative Challenges for EAPs"  
Three Intensive Sessions on Licensure  
Roll Call of the States - state-by-state reading of current legislative situations

### DAY 3: MONDAY

- Federal Developments You Must Understand: "ERISA/COBRA, Welfare Reform, Other"
- Distinguished Outside Speakers Other State Issues and Challenges to Your Practice
- Other State Issues and Challenges to Your EAP Practice
- *Invited: Second Lady Tipper Gore*, to discuss the Administration's Mental Health and Substance Abuse Plans/Projections
- *Invited: Senator Paul Wellstone (D-MN)* on Substance Abuse Parity; Secretary of Labor Alexis Herman on Employee Issues

### DAY 4: TUESDAY

Democracy at Work: Personal Visits to "the Hill" - To Tell Congressional Leaders What They Need to Know About Our Profession and Our Concerns

BE AN EAPA LEADER! SIGN UP NOW! SEE REGISTRATION FORM ON NEXT PAGE.

# EAPA 7TH ANNUAL PUBLIC POLICY CONFERENCE

APRIL 19-21, 1998

PRE-CONFERENCE TRAINING • APRIL 18

*A Time for Action: Legislative Challenges for EAPs*

LAST NAME \_\_\_\_\_ FIRST NAME \_\_\_\_\_  
CREDENTIALS \_\_\_\_\_  
TITLE \_\_\_\_\_ EAPA MEMBER ID \_\_\_\_\_  
COMPANY AFFILIATION \_\_\_\_\_  
ADDRESS \_\_\_\_\_  
CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_  
PHONE \_\_\_\_\_ FAX \_\_\_\_\_  
NICKNAME \_\_\_\_\_

Please check here if you require special services.

### Pre-Conference National Confidentiality Training Course Registration/Fees (April 18)

*Instructor: Sandra Nye, JD, MSW*  
(Includes comprehensive training workbook, refreshments, and lunch)

	11/1/97 - 2/18/98	2/19/98 - 3/18/98
<input type="checkbox"/> Member Course Only	\$248.00	\$273.00
<input type="checkbox"/> Non-Member Course Only	\$295.00	\$320.00

### PPC98 Registration/Fees (April 19-21)

(Includes materials; Sunday/Monday lunches; continental breakfasts, Hill reception, refreshments)

	11/1/97 - 2/18/98	2/19/98 - 3/18/98
<input type="checkbox"/> Member	\$224.00	\$249.00
<input type="checkbox"/> Non-Member	\$274.00	\$299.00

### Packages: PPC98 Plus National Training Course Registration/Fees (April 19-21)

(Includes all items listed for the training and PPC 98)

	11/1/97 - 2/18/98	2/19/98 - 3/18/98
<input type="checkbox"/> Member Conference & Training Package	\$450.00	\$499.00
<input type="checkbox"/> Non-Member Conference & Training Package	\$545.00	\$595.00

Conference Registration Fee	\$ _____
National Training Course Fee	\$ _____
Conference & Training Package Fee	\$ _____
Total Due	\$ _____

### PAYMENT INFORMATION

Payment is due with registration form. Please write or type registrants name on the check. Make checks payable to EAPA PPC98 Conference. Or charge the following credit card:

Visa  Master Card  American Express

CARD NUMBER \_\_\_\_\_ EXP. DATE \_\_\_\_\_

SIGNATURE OF CARD HOLDER \_\_\_\_\_

CARD HOLDERS NAME (PLEASE PRINT) \_\_\_\_\_

### CANCELLATIONS

Cancellations must be in writing and received before March 19, 1998 or they are not refundable. All cancellations are subject to a \$50 administrative fee. EAPA reserves the right to cancel training courses due to lack of attendance.

**By Mail:** 2101 Wilson Blvd, #500, Arlington, VA 22201  
Tel: 703/522-6272

**By Fax:** 703/522-4585

### HOTEL INFORMATION & HOTEL REGISTRATON DEADLINE

Holiday Inn on Capitol Hill  
DEADLINE: MARCH 18, 1998

415 New Jersey Avenue, NW  
Washington, DC 20001

TEL: 202/638-1616 • FAX: 202/638-0707

Reservations: 1-800-638-1116

\*Rates: \$133.00 Single \$143.00 Double

\*Hotel room subject to 13% Sales Tax and \$1.50 per room per night Hotel Occupancy Tax.

### Office Use Only

Date Rec'd. \_\_\_\_\_  
Check No. \_\_\_\_\_  
Amt. Of Check \_\_\_\_\_  
Total \_\_\_\_\_  
Entered by \_\_\_\_\_

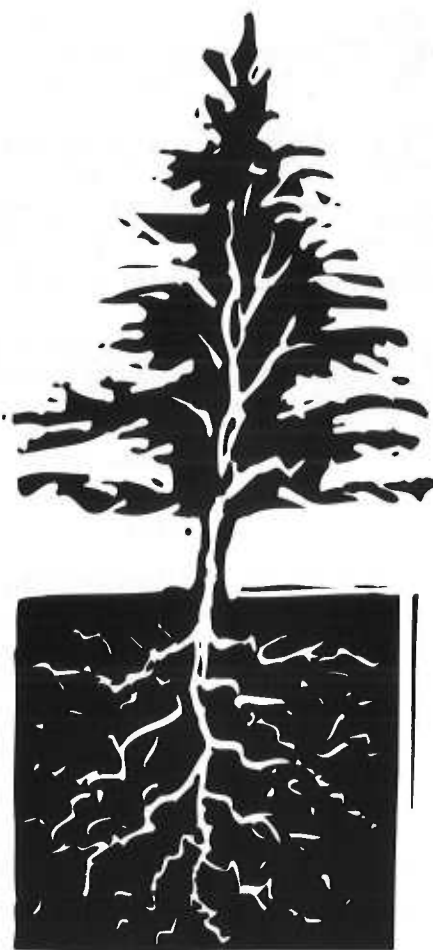
**W**hen someone receives treatment for an addiction, he or she typically focuses on responding to treatment for symptoms of a substance or process addiction. Underlying all addictions, however, are cravings fueled by *core addictions*.

Ken Keyes, in his book *Handbook to Higher Consciousness*, identified three categories of core addictions:

- Power/control
- Sensation
- Security

When unrecognized and untreated, core addictions erupt into *substance* or *process addictions* alternately and/or continuously. For example, an alcoholic might stop drinking only to begin working compulsively or seeking extramarital affairs obsessively. In this case, the substance addiction to alcohol transforms itself into a process addiction. A process addiction is a repetitive and compulsive completion of a behavior or series of behaviors, performed intentionally though not voluntarily. Both the performance of the behavior and the failure to perform the behavior or series of behaviors generate increasing anxiety. Some of the most common process addictions include codependency, sexual addiction, romance addiction, workaholism, gambling, shopping, spending, food addiction, exercise, and addiction to computers.

Process addiction, like substance addiction, is but symptomatic of an underlying mechanism. A sex addict might stop acting out his/her sex addiction only to begin working obsessively or drinking compulsively. In this example, the process addiction to sex transforms itself into another process addiction (workaholism) and a substance addiction (to alcohol). When the core addiction supporting the substance or process addiction is exposed and its origins retraced to developmental deprivation and fear-based messages about the self and the world, a person can regain the power of choice—the choice to engage or not in an addictive pattern. Learning to recognize a core addiction and acquiring tools to cope with it help prevent eruptions of alternate process or substance addictions.



## The Core Addictions



## The Roots of Addictive Behavior

by Caroline Eick, M.A.

### Addiction Triggers

*Addiction interaction disorder* is a concept used more and more by addiction therapists (a) to name the appearance of another addiction after a recognized addiction has been treated and (b) to explain, as noted psychologist Patrick Carnes first suggested, how one addiction can be used to lubricate or trigger another. Thus, a sex addict might be able to act out his/her addiction only after getting drunk, or high on cocaine. The addiction to alcohol facilitates the sex addiction. The core pathology remains an abnormal and dysfunctional craving for power/control, sensation, and/or security.

The cravings lead to clinically significant distress or impairment in social or other important areas of functioning. Although several addictions may be present simultaneously, in what Sharon Wegscheider called co-existing medicators (a cocaine addict who is also an alcoholic and/or workaholic), addiction interaction disorder addresses, more specifically, the underlying link between all addictions, their interaction, and interchangeability.

This interchangeability is different from what is known as *cross-addiction*. Cross-addiction refers to the fact that someone acting out his or her chemical addiction might exchange one drug, such as cocaine, for another, such as marijuana. When there is no cocaine available, marijuana will do. From this notion of cross-addiction came the mistaken notion of “drug of preference.” Recent neurological research suggests, however, that there is not much choice in the matter of drug usage. A person might be addicted to several drugs simultaneously, but it is the person’s neurobiology that determines what drugs he or she will become addicted to. In other words, there is no such thing as a “drug of preference.”

Family history and genetic predisposition influence the proclivity to some types of addictions as opposed to others. On the other hand, clinical experience and neuroscientific findings both point to an underlying disease process for all chemical and process addictions. For example, many recovering, sober alcoholics and substance abusers in general tend to develop eat-

ing disorders. Research is needed in this area to assess whether there are recognizable patterns in the interchangeability of addictions when core addictions have not been addressed. Clinical observation and intuition seem to point in that direction.

### Recognizing Behaviors

Core addictions can manifest themselves through a variety of behaviors that do not necessarily constitute a “recognizably treatable” addiction. For example, a power/control addict might repetitively and frequently act in any of the following ways:

- seek to win at any cost
- overpower others
- threaten to get his or her way
- act self-righteously
- alienate people
- demand blind loyalty from others
- punish others emotionally for disagreeing with him or her
- instigate gossip
- make himself/herself indispensable even at the cost of his/her health
- flatter people to win them over
- attempt to “fix” others or smother people.

Raw addiction to power/control, without definable symptomatic addictions (whether chemical or process), will manifest aggressively or passively in many of the ways cited above on a continuum ranging from socially acceptable to unacceptable behaviors. The behaviors associated with the core addiction to power/control may cause friction at work and seriously interfere with personal relationships, but do not fall into a clear cut, generally recognized “treatable addiction.” They do reflect belief systems about self and others. Some of these systems might include the belief:

- that others will overpower me unless I overpower them first;
- that success is power over others;
- that others are faulty and my job is to change them;
- that to function I must know all the details;
- that I am responsible for other people’s happiness;
- that only I can do the job right, and so on.

Self-defeating beliefs are learned and can be unlearned. Unearthing the self-defeating beliefs that, in turn, sustain self-defeating behavioral patterns is a process, not a one-time event. It is a process associated with changing one’s self-perception. Studies are emerging suggesting that successful ongoing recovery from drug addiction is contingent upon a change in the addict’s self-perception, which brings us back to deep rooted belief systems about self and others.

### The Power of Perception

Core addictions are interrelated. For example, the addiction to security, which developed as a result of fear-based childhood emotional programming when a person

was neither mentally nor physically mature enough to discern for him or herself, is often sustained by the belief that “there is never enough” (resources, people, things, etc.). Most importantly, the person has integrated the belief that she or he is “not enough,” which in turn fosters a deep sense of shame. The person feels fundamentally defective. This unbearable belief about the self is then switched into a power/control addiction as a compensating mechanism, or into sensation addiction to numb the devastating feelings about the self. Behaviors associated with security addiction might include possessiveness, procrastination, people pleasing, and approval seeking. Behaviors associated with sensation addiction might include mood swings, impulsivity, crises creation, and so on.

Any of these core addictions can begin manifesting at any time as identifiable process or substance addictions. The process addiction to money can be a manifestation of the core addiction to security, or of the core addiction to power/control. Addiction to sex can stem directly from a the core addiction to sensation as well as to power/control. The almost endless possibilities of interactions quickly simplify when they are brought back to the three core addictions and tools are acquired to recover from them.

Will we one day be able to treat directly for the core addictions and bypass chemical and process addictions? Will the *Diagnostic and Statistical Manual of Mental Disorders (DSM-IV)* one day include core addictions in its categories? Addressing belief systems and self-perception involves more than just individuals; it involves cultures and socially accepted norms.

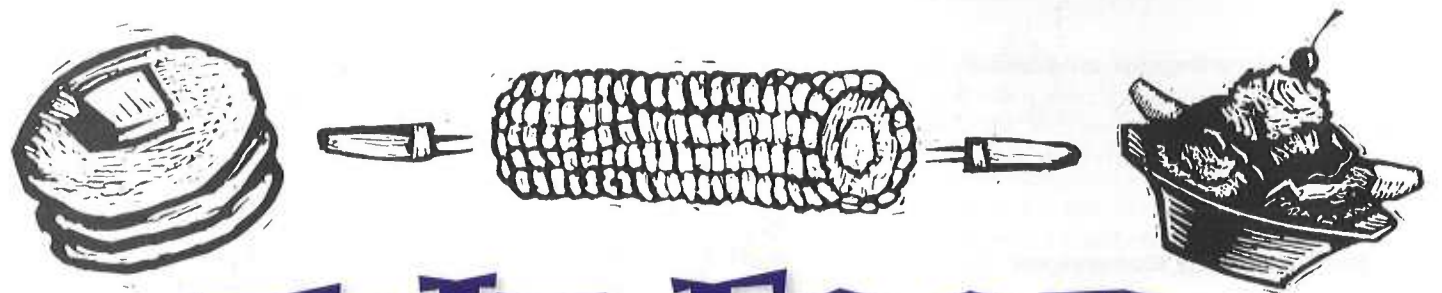
In the meantime, it is vital for the workplace to recognize that an alcoholic who has stopped drinking but has begun gambling (switching from a substance addiction to a process addiction) is not doing better because he or she is not drinking. On the contrary, he or she is more likely to ultimately revert to drinking as the core cravings continue unchecked. Similarly, a compulsive gambler, who has been abstinent but who is exhibiting signs of workaholism, is not doing better and will most likely revert to compulsive gambling unless, once again, the core cravings and corresponding core addictions are addressed.

Educating workplace staff about the dynamics of addiction interaction disorder can help raise awareness and ultimately contribute to saving lives and money and preserving a healthy and sane work environment.

References are available from the author.



Caroline Eick, M.A., is director of training for Pavillon International, a treatment center specializing in addiction interaction disorders. For further information, call her at 1-800-392-4808.



# THE FOOD FRENZY

## Why Willpower Doesn't Work

by Lynn Elliott-Harding, R.N., CEAP

Part of our proud legacy as EA professionals has been our refusal to accept the early psychiatric explanations of alcoholism. We knew that addiction was not a symptom of an underlying psychiatric disorder. Our definition of chemical dependency recovery impacted millions of individual lives and the culture as a whole.

The current devastating failure to recognize eating disorders as substance dependence creates a similar challenge for EA professionals. Once again, a crisis in health and conscience demands that we use our accumulated wisdom to educate, intervene, refer to effective treatment, and transform the dominant paradigm.

Even the basic terminology needs revision. Much the same as alcoholism is not a drinking disorder, addiction to food is more appropriately termed food dependency. Every chemical addiction has behavioral aspects as well as a biochemical source. The term food dependency highlights the substance and places the focus on the drug.

### Food Dependency Is Chemical Dependency

As EA professionals, we need to be willing to look at food as a series of psychoactive chemicals that are mind-, body-, feeling-, and behavior-altering. Professed addicts will certainly attest to this.

We EA professionals need to translate to food the history, expertise, and sophistication we have developed with other drugs. Food dependency IS chemical dependency, not just a convenient model but a parallel disease with its origins often in the same families.

Those who are addicted to food are poly-addicted people affected by the chemicals they have ingested. Yet we tend to consider food (as well as drugs and alcohol) the consequence of the problem, not the source. Although no one in his or her right mind would try to do psychotherapy with a drinking alcoholic, we ignore the genuine physical toxicity of those who are food dependent. We don't mention food to the obviously overweight EAP client who presents with relationship problems. We expect clients to recover and benefit from therapy while still using.

Our goal must be to free addicts from the insanity of the compulsion and obsession and resulting disruption of life. Our focus must be to nourish clients and help them regain their health and their dignity.

### Abstinence Must Be Defined

There is a well-worn saying: "In Alcoholics Anonymous you put the tiger in a cage; in Overeaters Anonymous you take the tiger out of the cage and take it for a walk three times a day!" Because people must continue to eat, it is imperative to outline the boundaries of a food plan, and build a container to maintain the boundaries. This includes not eating things that are toxic to that particular individual's unique biochemistry. Eating appropriate amounts of nutritious food means not starving as well as not bingeing. Each person must courageously learn to separate food from feelings. Food is meant to nourish not nurture. The ultimate goal is to develop an abiding sense of peace in relation to food and eating.

### Neglected Physiological Issues

As with other chemical dependencies, food dependency is a physical, emotional, and spiritual illness and the recovery must be threefold as well. The tragedy is that the physical etiology of the disease has incomprehensibly been ignored. We have been willing to look at the consequences of the progression of the disease, such as loss of hair and dental enamel, but not the genetic and biochemical problems contributing to the development and progression of food dependency. Here are some of the physiological problems that can contribute to food dependency:

- Hypoglycemia (or low blood sugar), which creates mood swings, depression, and rages that no amount of psychotherapy can touch. Four things—sugar and other refined carbohydrates, alcohol, nicotine, and caffeine—can rapidly alter the blood sugar level. Yet these are the substances people pick up in a vain attempt to feel better.
- The quality of our American diet, which has deteriorated dramatically since World War II. For example, the per capita consumption of refined sugar in this country in the 1920s was 20 pounds per person. In the 1990s, we are consuming more than 130 pounds annually per person, and our bodies have not evolved to handle this 500+ percent increase.
- Food allergy, which progresses to food addiction. First, there is increased tolerance, then withdrawal, and then cravings following withdrawal.
- Gluten intolerance
- Compromised immune and endocrine systems
- Candida albicans
- Stress from environmental factors
- Disrupted neurotransmitters
- Digestive disorders

### Comprehensive Treatment That Works

For many years in chemical dependency EA professionals argued against treating users for depression so they would stop using. "Find out why they use and they'll stop" did not work in chemical dependency and it will not work with food dependency. We need to focus on biochemical restoration to supplement what is missing in the body, repair the damage, make detox less painful, and eliminate cravings. It is about the food, until it is NOT about the food.

Once the client is abstinent and well nourished, emotional issues that need work will quickly surface. Psychotherapy can then begin.

All addictive disease requires a spiritual solution as well. Carl Jung spoke of a spiritual crisis and surrender as necessary to heal catastrophic illness. Honesty is the beginning of transformation. In helping food addicts crack their denial patterns, we free them to heal.

### Compulsive Overeating, Anorexia, Bulimia

Just as chemical dependency includes the alcoholic, junkie, and pot addict, food dependency includes the com-

pulsive eater, anorectic, and bulimic. This is one disease, not three, but a comprehensive history will often reveal evidence of all three. Obesity, a symptom of compulsive eating, presents specific therapeutic issues, none of which will be resolved while the client is bingeing. Before you can really uncover the pain a bulimic is trying to get rid of, he or she needs to be eating and retaining food. For you to analyze the anorectic's psychological imperative to disappear, he or she must be nourished and no longer toxic.

### Where to Begin

1. Examine your own issues with food.
2. Do not assume that an employee does not have the problem with food, especially based on his or her appearance. Pay particular attention to recovering addicts and alcoholics who have been unable to maintain sobriety. If you think you do not have anyone who is food dependent, I would respectfully submit that you are wrong. Problems that will present in the workplace or in private practice will include: overweight, underweight, weight changes, constant dieting, mood swings, rages, anxiety, panic attacks, irritability/irrationality, depression, manic or adrenaline-ridden behavior, decompensation, problems with self-care, and the list goes on. Consider food dependency when therapy is stuck or boring or when a client really seems chemically dependent and is not.
3. Be willing to talk to employees and ask direct questions. We reinforce people's shame by colluding in their denial. Pose your questions compassionately. Are you eating? What are you eating? Are you worried about your eating? Are you concerned about your weight? Are you using laxatives? Diuretics? Enemas? Vomiting? How much exercise? Do a family history. Ask about an average bad day with food... or yesterdays.
4. Put past training aside and consider food as at least one source of the client's problem and not merely the consequence. In days gone by, every alcoholic was diagnosed as a sociopath. Not everyone who is food dependent is borderline, although many act as if they are before they are detoxed.
5. Create a plan to reach people who may not identify as having an eating disorder because they do not vomit. They may not recognize the chaos in their lives has addiction as its source. And they may not be able to climb out past their shame to get to you.

So how do we reach the 300 pound truck driver, the office worker with a drawer full of food, and the executive who behaves "alcoholically" and is not? Having brown bag lunches to talk about food is a bit like talking about alcoholism at happy hour. On the other hand, it might be effective. Just do not present on nutrition (boring) or eating disorders (I'm not bad), but rather on the "food frenzy" or "I know what to do with my food, now why can't I do it!"

After the holidays is a good time. Find a room for an Overeaters Anonymous meeting at your company. Brainstorm what will be effective in your work culture.

*continued on page 32*



# It's None of Our Business...

by Patrick Carnes, Ph.D.

"It's none of our business" is a phrase that addiction professionals have heard for years in the business world. The assumption is that business issues should be sharply separated from the personal matters of employees. Yet, with time and research, a growing understanding of alcoholism and drug abuse has revealed that the business world pays huge costs for addiction. While businesses strive to contain healthcare costs, it is also clear that it is appropriate and cost-effective to intervene in a person's life if there is an addiction problem.

Unless the problem is sexual. Then "none of our business" comes back loud and clear. Talking about sex in our culture is difficult in general but especially in a corporate or business culture. We're extremely reluctant to approach this most personal of issues. Yet, like other addictions, the costs of sex addiction can be staggering. Here are some of the examples we have seen:

- Key manager in a company, recognized for its family values, arrested for molesting a child.
- City employee arrested for exposing himself to teenage girl in a city park.
- CPA firm employee accused of touching a woman in elevator; talked his way out of situation but later admitted doing similar things for years.
- State government employee reported to mall security for following a young woman around mall.
- Senior vice president accused by young female employee of propositioning her after work.
- Owner of small business arrested for peeping in windows during early morning darkness
- Manager fired for touching female employee's breast at work.
- Female salesperson fired because she could not keep up with job demands (because she was staying out until early morning with compulsive sexual behavior).
- Naval base worker arrested for picking up prostitute.
- County probation officer arrested for picking up prostitute.

- Female salesperson accused of "stalking" male coworker she was attracted to (because she wrote letters, phoned him, and drove past his house).
- Mid-manager who masturbated all day (he would go into the bathroom, out to his car, and often remain in his office).
- Computer programmer arrested for exposing himself to a woman on college campus.
- Executive who ran up thousands of corporate dollars for cybersex.

It's not just individuals who are affected. Entire corporations may be affected. Consider the following:

- The Pentagon spent \$1.2 billion in 1997 on sexual harassment issues.
- An airline that ignored pleas for help with sexual harassment discovered a female employee was murdered and stuffed in her car trunk.
- A Swedish company had to close a multimillion dollar corporate office in the U.S. because of its senior executives' sexual behavior.
- A financial consulting firm had to intervene with a partner whose sexual behavior had cost the company millions of corporate and investor dollars.

The list of these examples seems to go on endlessly for those who are willing to see the impact. In reality, many sex addicts report that their own greatest losses are in the workplace. Eighty percent of sex addicts reported a loss of productivity. Eleven percent said they were demoted. Most people said they lost time, but others reported losing their jobs and sometimes entire businesses. Impropriety on the job cost some people opportunities; others, such as physicians, nurses, and therapists, lost professional licenses. Almost all talked of not being able to function up to their potential. A few very highly trained persons ended up doing menial tasks, such as cleaning offices, as one Ph.D. reported.

ity and a good life. Addiction is a disease—it has been recognized as such by the American Medical Association for the past 40 years—and it is treatable.

More good news: Treatment of substance abuse is very cost-effective for businesses, especially as an alternative to discharging the employee. Estimates of the money saved range from \$2.00 to \$10.00 for every \$1.00 spent on treatment. It is obvious to me that it is far more expensive to ignore the problem of substance abuse and addiction than it is to address it. What's more, the improved quality of life enjoyed by the recovering chemically dependent person produces not only a more productive employee, but a more loyal one as well.

It's tempting for a business manager to conclude that dealing with substance abuse or the problems of an addicted employee is too complex and time-consuming to take

on. But substance abuse manifests itself in the workplace as performance problems, and can and should be approached as such. After all, we're hired to manage performance; dealing with the issue is therefore part of our responsibility. Supervisors don't need to—indeed, cannot be expected to—"diagnose" substance abuse problems. If they address the workplace performance problems that substance abuse causes, and if companies provide employees with prevention and education programs, clear policies, EAPs, and health benefits that pay for substance abuse treatment, the negative effects can be eliminated.

As concerned citizens we all have an obligation to contribute to the betterment of society. As business people, we must face the stark reality that the cost of ignoring the problems of substance abuse and addiction is intolerable. It is a very poor business decision and a dereliction of corporate duties.

Doing something about substance abuse and addiction in the workplace will admittedly require effort, understanding, and probably some initial investment of money—although the latter will almost certainly be recouped severalfold. But the victory is well worth both the effort and the initial costs we may have to pay, because what none of us can afford is the cost of doing nothing. ☺

TAKE A STEP

## A National Outreach Campaign

Take a step and join PBS in a nationwide outreach campaign that addresses America's number one health problem—ADDICTION

### Here's how EAPA members can help:

**IN JANUARY:** Contact your local EAPA chapter to see what events are being planned in conjunction with your local PBS station. (For more information on how EAPA chapters and PBS stations can work together, contact Mari Cossaboom at 212-560-2951.)

**IN FEBRUARY:** Encourage your clients to watch the groundbreaking five-part series, *Moyers on Addiction: Close to Home*, airing on PBS, March 29, 30, and 31, 1998 (check local listings). *Close to Home* will offer viewers a comprehensive picture of addiction and recovery in America, presenting the latest scientific information, public policy analyses, and dramatic personal stories from people in recovery.

Free information guides have been designed for (a) viewers, (b) families, (c) health professionals, (d) high school educators, and (e) corporations. Copies of the corporate guide will be available for review through your local EAPA chapter. To request more copies of any

guide, write to: Robert Miller, WNET, 356 West 58<sup>th</sup> Street, NY, NY 10019. (Copies will be available in February 1998.)

**IN MARCH:** Check out *Close to Home Online* ([www.wnet.org/closetohome](http://www.wnet.org/closetohome)), featuring real-life stories about addiction and resources for where to get help. There will also be a special multimedia online "comic book" for teens.

Take part in "Take a Step Day," April 1, 1998, a national addiction awareness day. Businesses, schools, healthcare facilities, places of worship, and community organizations will sponsor activities to raise awareness about addiction and help people make a difference in their lives and communities. Call the *Close to Home* Information Line at 212-560-2070 for ideas for events as well as for information on the guides, website, and other educational resources.

Thirteen · wnet



Are you up-to-date on the new state Drug-Free Workplace legislation?

**NEW**

# Drug-Free Workplace Training Programs

Supervisor • Employees

**WHAT YOU NEED TO KNOW**

Designed to meet new state drug-free workplace legislation that, in a growing number of states, can reduce workers compensation premiums.

This program for supervisors and employees will qualify employers who meet the other requirements for the discounts. With this program you can assist employers in implementing and maintaining a program.

See for yourself how using these new short video segments and workbooks with updated information and resources can benefit you, the employer and the employee.

Are you ready?

- ◇ Washington
- ◇ Ohio
- ◇ Tennessee
- ◇ Florida
- ◇ Georgia
- ◇ Alaska

... now offer discounts for workers comp and more are pending!

Call for state information and a no-charge preview.

**BUCKLEY PRODUCTIONS, INC.**

238 E. Blithedae Ave. • Mill Valley, CA 94941

Phone: 415.383.2009 • Fax: 415.383.5031 • E-Mail: Buckley@Equinox.net

## OWN AN EAP IN PARADISE

on resort island in South Carolina. Walk the beach, play golf and tennis, sail, or enjoy Carolina sunshine. Full service EAP for resort industry employees, supplemented by Local Affiliate Provider agreements. Director may be willing to continue part-time. Growth potential. Contact Susan Patton, Director, E.A.P. Inc. 10 Office Park Road, Carolina 110, Hilton Head, SC 29928-7535. Phone/fax (803) 842-2777. E-mail: sopat@aol.com.

# EAP ASSOCIATION Exchange

## 1998 Editorial Calendar

<b>Mar/Apr</b>	Measuring EAP Effectiveness and Utilization
<b>May/June</b>	EAPs: Defining the Core and the Concept
<b>Jul/Aug</b>	Returning Employees to the Workplace: Pros & Cons
<b>Sept/Oct</b>	Eldercare and the Needs of an Aging Work Force
<b>Nov/Dec</b>	Public Policy/Americans with Disabilities

## AUDIO TAPE ORDER FORM

Reinforce what you've already learned, or hear what you missed at the Conference!



**EMPLOYEE ASSISTANCE PROFESSIONALS ASSOCIATION**

26TH ANNUAL CONFERENCE

NOVEMBER 16 - 19, 1997 • BALTIMORE, MARYLAND

CHECK SELECTIONS DESIRED

### GENERAL SESSIONS

- E2 OPEN FORUM: CURRENT LEGAL ISSUES IN EMPLOYEE ASSISTANCE  
Sandra Nye
- E4 INTERNAL EAP FOCUS SESSION
- E6 PUBLIC FORUM: LICENSURE - EA LICENSURE AND THE DEFINING OF THE PROFESSION  
Roy Sonlvick
- E8 SUMMARY OF HR VIEWS OF EAPs
- E9 DETAILS OF EAPA CHAPTERS' 1997 LICENSURE EFFORTS
- E11 FIFTH ANNUAL WOMEN'S BREAKFAST: WOMEN AS LEADERS  
Sandra Turner
- E12 PLENARY SESSION: FUTURE MENTAL HEALTH NEEDS IN THE WORKPLACE  
Steven Hyman
- E13 LABOR OPEN FORUM
- E14 AWARDS BREAKFAST AND MULTI MEDIA SLIDE SHOW

AUDIO TAPE ORDER FORM

### CONCURRENT WORKSHOPS

- E15 ADA, MENTAL HEALTH, ALCOHOL AND SUBSTANCE ABUSE: COMPLEXITIES GALORE / LEARNING DISABILITIES, ADA AND PSYCHIATRIC DISABILITIES IN THE WORKPLACE - LEGAL ISSUES  
Sheldon Weinberg, Peter Latham  
(2 TAPES)
- E16 EAP START-UP IN CHILE / A SOCIAL PHENOMENA / EAP START-UP IN AUSTRALIA  
Anibal Oyarzun Lobo, Celina Pagani-Tousigant, Grant Bracht  
(2 TAPES)
- E17 DESIGN IMPLEMENTATION AND EDUCATION OF AN INDUSTRY-BASED PEER SUPPORT NETWORK  
Jeffrey Thompson, Karen Noffsinger  
(2 TAPES)

- E18 GAY, LESBIAN, BISEXUAL, AND TRANSGENDER ISSUES: SERVING WORKERS, FAMILIES AND ORGANIZATIONS  
Jerry Shih, Suzanne Hickman, Steven Haught, Edie Bernstein, Maurie Cullen  
(2 TAPES)
- E19 COACHING MANAGERS THROUGH ORGANIZATIONAL CHANGE: SOME NEW TOOLS FOR EAPs / IS EXECUTIVE COACHING FOR YOU?  
Evelyn Malone, James Long
- E20 A COMPARATIVE ANALYSIS OF EA PROGRAMMING TRENDS AND EMPLOYEE PRACTITIONER ROLES ACROSS SIX DIFFERENT ORGANIZATIONS  
Tracy Harper, Don Karlsgram
- E22 MIDLIFE TRANSITIONS AT WORK: NEW PERSPECTIVES ON WISDOM, CREATIVITY, AND PASSION  
John Maynard, Susan Marie Frontczak
- E23 SELF-CARE FOR EMPLOYEE ASSISTANCE PROFESSIONALS: ENERGY AND RELAXATION TECHNIQUES  
Robert Mines, Cynthia DaRugna
- E24 INITIATING AND PROVIDING EAP SERVICES FOR EXPATRIATES / PREPARING FOR EXPATRIATE SUCCESS  
Carol Schubeck, Joseph Rachel, Jr.; Robert Johnson
- E27 ELDERCARE TECHNOLOGY AND THE EAP CHALLENGE  
Richard Lank
- E28 THE EAP CHALLENGE: DOMESTIC VIOLENCE ISSUES IN THE WORKPLACE / EMPLOYEE ASSISTANCE PROGRAMS AND SECURITY DEPARTMENTS: AN EFFECTIVE ALLIANCE AGAINST DOMESTIC VIOLENCE  
Dixie Johansen, Joan Zegree, Nancy Robb, Bonnie Michelman

AUDIO TAPE ORDER FORM

26<sup>th</sup> EAPA Annual Conference Proceedings  
\$25.00 each. Order from the  
EAPA Resource Center, 703-522-6272, ext. 307.

**See Reverse Side for Additional Selections & Order Form.**



**Introduction** by Linda Sturdivant

It's always pleasant to report good news, and this year again, the news is very good. As you will see from the audit report on the following pages, EAPA has a surplus of \$433,000 plus restricted funds from a grant to construct and display an exhibit booth at major professional meetings. While this is reason to be pleased, you can also see that EAPA's expenses are creeping up as well. This is cause for concern because we cannot guarantee that the revenue will remain at this level each year. In addition, we must recognize that at some point in the future, it may be necessary to cut basic expenses so that we do not have another deficit. Meanwhile, the Finance Committee is watching EAPA's financial levels very carefully.

With this year's surplus, the Finance Committee and the Board have recognized the need to continue to build the reserve fund. Our goal is to reach \$1,000,000 by the year 2000. This is the minimum amount recommended for an association with our operating budget. Why a reserve fund at this level? There are several reasons: To protect the Association against future disasters and threats, some which can be insured against and others which cannot be; to provide funds [from investment of the capital] for projects wanted and needed by the Association; to demonstrate to vendors, potential grantors, and others that EAPA is a solid, well managed organization. We're not there yet, but we're moving in that direction.

With this year's surplus, the Finance Committee and the Board have recognized the need to continue to build the reserve fund. This year's surplus also made it possible to train trainers to assist chapters seeking licensure, to print the conference proceedings, to purchase a new phone system, and to provide our excellent staff with bonuses that reflect their essential contribution to EAPA's strong financial position.

It's important to recognize that the surplus is used each year to fund projects that cannot be safely put into the operating budget. The operating budget is constructed on realistic revenue projections each year, and it covers essential expenses. Special projects that cannot be safely placed in the operating budget are handled through allocation of the surplus - when we know we have the money. This practice is a safeguard to prevent us from slipping ever again into a deficit.

We know that a financially healthy organization is what the membership wants. It's what enables members to feel pride and trust in their Association and its leadership. The Finance Committee, working closely with the Board and staff, are committed to developing budgets and financial policies that will continue to strengthen the organization in 1998 and beyond.

**EMPLOYEE ASSISTANCE PROFESSIONALS ASSOCIATION, INC.**

**AUDITED FINANCIAL STATEMENTS  
YEAR ENDED JUNE 30, 1997 and 1996**

**MURRAY, JONSON, WHITE & ASSOCIATES, LTD.**

A Professional Corporation • Certified Public Accountants • Falls Church, Virginia

INDEPENDENT AUDITORS' REPORT

Board of Directors  
Employee Assistance Professionals Association, Inc.

We have audited the accompanying statements of financial position of Employee Assistance Professionals Association, Inc. as of June 30, 1997 and 1996, and the related statements of activities, and cash flows for the years then ended. These financial statements are the responsibility of the Association's management. Our responsibility is to express an opinion on these financial statements based on our audits.

We conducted our audits in accordance with generally accepted auditing standards. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation. We believe that our audits provide a reasonable basis for our opinion.

In our opinion, the financial statements referred to above present fairly, in all material respects, the financial position of Employee Assistance Professionals Association, Inc. as of June 30, 1997 and 1996, and the results of its operations and its cash flows for the years then ended in conformity with generally accepted accounting principles.

*Murray, Jonson, White & Associates, Ltd.*

Certified Public Accountants  
August 6, 1997

**EMPLOYEE ASSISTANCE PROFESSIONALS ASSOCIATION, INC.**

**Statements of Financial Position**

	June 30,	
	1997	1996
<b>ASSETS</b>		
CURRENT ASSETS		
Cash and cash equivalents - Note 2	\$1,536,852	\$1,230,577
Accounts receivable	42,575	8,529
Prepaid expenses	21,796	46,257
TOTAL CURRENT ASSETS	1,601,223	1,285,363
PROPERTY AND EQUIPMENT -		
Net of accumulated depreciation of \$167,745 and \$145,594	89,350	80,057
OTHER ASSETS		
Deposits - Note 3	74,381	-
TOTAL ASSETS	\$1,764,954	\$1,365,420
<b>LIABILITIES AND NET ASSETS</b>		
CURRENT LIABILITIES		
Accounts payable	\$ 82,505	96,728
Chapter and district payable	22,156	58,168
Accrued expenses	66,851	46,210
Deferred rent - Note 4	2,213	2,213
Deferred revenue - Note 5	390,348	414,426
TOTAL CURRENT LIABILITIES	564,073	617,745
LONG-TERM LIABILITIES		
Deferred rent - Note 3	12,357	14,570
Deferred revenue - Note 5	53,853	81,938
TOTAL LONG-TERM LIABILITIES	66,210	96,508
TOTAL LIABILITIES	630,283	714,253
NET ASSETS		
Unrestricted	1,084,986	651,167
Temporarily restricted - Note 6	49,685	-
TOTAL NET ASSETS	1,134,671	651,167
TOTAL LIABILITIES AND NET ASSETS	\$1,764,954	\$1,365,420

**Statements of Activities**

	For the Years Ended June 30,	
	1997	1996
<b>CHANGES IN UNRESTRICTED NET ASSETS</b>		
Revenues, gains, and other support		
Membership dues	\$ 796,585	\$ 759,621
Annual conference	1,092,580	964,006
Certification fees	343,726	368,987
Resource services	82,949	94,236
Regional conferences	-	177,097
Educational services	76,653	21,713
Headquarters	102,101	106,658
Membership services	35,539	-
Public policy/legislative	59,624	37,567
Mailing lists	13,758	21,223
Investment income	69,023	45,779
Advertising income	18,228	19,194
TOTAL UNRESTRICTED REVENUES AND GAINS	2,690,766	2,616,081
NET ASSETS RELEASED FROM RESTRICTIONS		
Satisfaction of program restrictions	16,215	-
TOTAL UNRESTRICTED REVENUES, GAINS AND OTHER SUPPORT	2,706,981	2,616,081
UNRESTRICTED EXPENSES		
Program Services		
Membership services	211,560	192,304
Annual conference	535,311	459,913
Certification	234,134	200,365
Exchange	179,482	175,553
Resource services	119,866	75,252
Regional conferences	-	168,564
Educational services	46,322	11,717
Public policy/legislative	173,741	173,706
Committees	22,414	23,865
Board and Executive Committee	49,821	28,096
Regional representatives	19,432	20,461
Depression awareness and education	10,667	-
TOTAL PROGRAM SERVICES	1,602,750	1,529,796
Headquarters	670,412	536,136
TOTAL EXPENSES	2,273,162	2,065,932
INCREASE IN UNRESTRICTED NET ASSETS	433,819	550,149
CHANGES IN TEMPORARILY RESTRICTED NET ASSETS		
Depression Awareness and Education Grant	65,900	-
Net assets released from restrictions	(16,215)	-
INCREASE IN TEMPORARILY RESTRICTED NET ASSETS	49,685	-
INCREASE IN NET ASSETS	483,504	550,149
Net assets at beginning of year	651,167	101,018
NET ASSETS AT END OF YEAR	\$ 651,167	\$ 101,018

**Statements of Cash Flows**

	For the Years Ended June 30,	
	1997	1996
<b>OPERATING ACTIVITIES</b>		
Change in net assets	\$ 483,504	\$550,149
Adjustments to reconcile change in net assets to net cash provided (used) by operating activities		
Depreciation	22,151	20,934
Changes in operating assets and liabilities		
(Increase) decrease in accounts receivable	(34,046)	27,087
(Increase) decrease in prepaid expenses	24,461	(6,527)
(Increase) decrease in deposits	(74,381)	-
Increase (decrease) in accounts payable	(14,223)	(3,499)
Increase (decrease) in chapter and district payable	(36,012)	46,871
Increase (decrease) in accrued expenses	20,641	10,403
Increase (decrease) in deferred rent	(2,213)	(2,214)
Increase (decrease) in deferred revenue	(52,163)	(40,608)
NET CASH PROVIDED (USED) BY OPERATING ACTIVITIES	337,719	602,596
<b>INVESTING ACTIVITIES</b>		
Purchases of property and equipment	(31,444)	(60,989)
NET CASH PROVIDED (USED) BY INVESTING ACTIVITIES	(31,444)	(60,989)
Increase (decrease) in cash and cash equivalents	306,275	541,607
Cash and cash equivalents at beginning of period	1,230,577	688,970
CASH AND CASH EQUIVALENTS AT END OF PERIOD	\$1,536,852	\$1,230,577

The accompanying notes to financial statements are an integral part of this statement.

# EMPLOYEE ASSISTANCE PROFESSIONALS ASSOCIATION, INC.

## Notes to Financial Statements

### NOTE 1 - ORGANIZATION AND SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

Employee Assistance Professionals Association, Inc. ("the Association") was organized in 1972 in Wisconsin as a private non-profit organization. The Association is an international organization of professionals who assist in the identification and resolution of productivity problems associated with employees and their families impaired by personal problems such as drug and alcohol addiction, stress, emotional and other personal concerns which may adversely affect employee job performance. Prior to June 30, 1989, the Association was known as The Association of Labor Management Administrators and Consultants on Alcoholism, Incorporated (ALMACA).

The following is a summary of significant accounting policies followed in the preparation of these financial statements:

(a). Financial Statement Presentation - The Association follows Statement of Financial Accounting Standards (SFAS) No. 117, "Financial Statements of Not-for-Profit Organizations". Under SFAS No. 117, the Association is required to report information regarding its financial position and activities according to three classes of net assets: unrestricted net assets, temporarily restricted net assets, and permanently restricted net assets.

(b). Restricted Net Assets - The Association reports grants as restricted support if they are received with donor stipulations that limit the use of the donated assets (although see (c) below). When a donor restriction expires, that is, when a stipulated time restriction ends or purpose restriction is accomplished, temporarily restricted net assets are reclassified to unrestricted net assets and reported in the statement of activities as net assets released from restrictions.

(c). Contributions - The Foundation accounts for contributions in accordance with the Statement of Financial Accounting Standards (SFAS) No. 116, "Accounting for Contributions Received and Contributions Made." Contributions received are recorded as unrestricted, temporarily restricted, or permanently restricted support, depending on the existence or nature of any donor restrictions.

Contributions that are restricted by the donor are reported as an increase in unrestricted net assets if the entire restriction expires in the reporting period in which the support is recognized. All other donor-restricted contributions are reported as an increase in temporarily or permanently restricted net assets depending on the nature of the restriction. When a restriction expires, temporarily restricted net assets are reclassified to unrestricted net assets.

(d). Cash and Cash Equivalents - Management generally considers substantially all highly liquid investments, excluding certificates of deposit, with a maturity of three months or less at date of acquisition to be cash equivalents.

(e). Property and Equipment - Property and equipment are recorded at cost, less accumulated depreciation. Depreciation expense is computed using the straight-line methods over the estimated useful lives of the respective assets. Expenditures for maintenance and repairs are charged against income as incurred; betterments which increase the value or materially extend the life of the related assets are capitalized.

(f). Expense Allocation - Overhead expenses are allocated based on salaries which are based on the functional classification of each employee. (See Note 7.)

(g). Income Taxes - The Association is exempt from income taxes, other than on unrelated business income, under Section 501(c)(3) of the Internal Revenue Code.

(h). Estimates - The process of preparing financial statements in

conformity with generally accepted accounting principles requires the use of estimates and assumptions regarding certain types of assets, liabilities, revenues, and expenses. Such estimates primarily relate to unsettled transactions and events as of the date of the financial statements. Accordingly, upon settlement, actual results may differ from estimated amounts.

### NOTE 2 - CASH AND CONCENTRATIONS OF CREDIT RISK

The Association has entered into a repurchase agreement with its bank. This repurchase agreement invests the funds in a pool of U.S. Treasury and U.S. Government Agency securities. The funds invested in the repurchase agreement, \$896,312, are not insured by the Federal Deposit Insurance Company (FDIC) or guaranteed by any U.S. Government agency.

The Association has exposure to credit risk to the extent that its cash exceeds amounts covered by Federal Deposit Insurance. At June 30, 1997, those uninsured amounts totaled \$556,011. The Association believes that its credit risk is not significant.

### NOTE 3 - DEPOSITS

The Association has deposited funds with a computer software company for installation of a data base system. Due to departure of key personnel at the software company, the company has informed the Association that they cannot perform a significant portion of the contract. The Association is currently pursuing a refund of the deposit.

### NOTE 4 - LEASE COMMITMENTS

Operating Lease - The Association is obligated under a lease agreement to rent office space for a term of ten years beginning on January 15, 1994, and ending December 15, 2004. The lessor abated the first two months of rent. The lease contains escalation provisions and additional charges for increases including operating expenses. Total rent payments are amortized over the term of the lease agreement to compute the rent expense. Deferred rent as of June 30, 1997 and 1996 was \$14,570 and \$16,783, respectively. Rent expense for cancellable and non-cancellable leases for the years ended June 30, 1997 and 1996 was \$146,657 and \$147,125, respectively.

At June 30, 1996, the Association was obligated under terms of non-cancellable leases for the following minimum lease payments:

1998	\$ 153,421
1999	156,919
2000	161,045
2001	163,567
2002	162,769
Thereafter	281,805
TOTAL	\$1,079,526

### NOTE 5 - DEFERRED REVENUE

Deferred revenue consists of member dues, annual meeting fees, directory revenue, and maintenance fees which are all subject to deferral to the period in which these revenues are earned. Members' dues expire annually and are due in advance. Annual meeting revenue is recognized in the month of the conference. Revenue from the directory of Employee Assistance consultants is recognized when the directory is published.

### NOTE 6 - TEMPORARILY RESTRICTED NET ASSETS

Temporarily restricted net assets are available for the following purpose:

Depression awareness and education - A program to conduct depression awareness and education activities, including support of the campaign on clinical depression and employee telephone access programs \$ 49,685

### NOTE 7 - OVERHEAD EXPENSE ALLOCATION

Overhead expenses which are allocated consist of the following:

	1997	1996
Depreciation	\$ 22,151	\$ 20,934
Employee benefits	96,779	67,913
Equipment/maintenance	34,016	48,265
Payroll taxes	53,499	46,051
Postage	27,347	42,467
Rent	146,657	147,125
Telephone	33,096	24,992
TOTAL OVERHEAD	\$413,545	\$397,747

The overhead allocation based on salaries is as follows:

	1997	1996
Annual conference	\$ 27,878	\$ 47,436
Certification	58,897	51,358
Educational services	5,739	-
Exchange	34,483	33,099
Headquarters	166,822	152,745
Memberships	51,759	51,329
Public policy/Legislative conference	46,106	41,498
Resource services	21,861	20,282
TOTAL	\$413,545	\$397,747

### NOTE 8 - RETIREMENT PLAN

The Association sponsors a defined contribution pension plan covering its eligible employees. The Association is contributing 7.5% of the employees' monthly compensation. The employees become eligible

under the plan upon attaining twelve months of continuous service with the Association. Pension expense, net of forfeitures, for the years ended June 30, 1997 and 1996 was \$37,476 and \$720, respectively. Forfeitures applied against expense during the years ended June 30, 1997 and 1996 were \$0- and \$22,679.

Under the plan, an employee becomes twenty percent vested after more than two years of service, increasing twenty percent each year to 100 percent vesting after more than six years of service or attainment of age sixty-five.

### NOTE 9 - OTHER CONTINGENCIES AND COMMITMENTS

The Association was named in an EEOC claim filed by a previous employee for discrimination. The EEOC denied the claim. The employee filed suit against the Association. The Association believes the claim is completely without merit and intends to vigorously defend its position. There has been no action on the lawsuit in over a year.

The Association has committed to hotel space in order to hold future annual conferences. These contracts specify that, if canceled, the Association may be subject to substantial cancellation penalties based on the amount of time remaining before the reservation date. The Association has committed to the following annual conference sites:

1997	Baltimore, Maryland	- Radison Plaza Lord Baltimore Hotel
		- Holiday Inn - Inner Harbor Hotel
		- Stouffer Harborplace Hotel
		- Hyatt Regency
		- Sheraton Inner Harbor
1998	Las Vegas, Nevada	- Bally's
1999	Florida	- Walt Disney Coronado Springs Resort
2000	New York	- Hilton Hotel

## Eliminate Your Fear of Public Speaking

### New Interactive CD ROM by World Famous Phobia Expert and Author

This exciting new CD ROM gives **step-by-step, simple, techniques** that combine modern psychology with the body's energy system to eliminate the fears associated with speaking in public. Interactivity with customized treatment procedures - **it gets to the bottom of your problems.**

On-site, low-cost help for over 80% of users. Anxiety & Fear relief for the "Professionally Petrified"

### Who can benefit from this new CD:

Executives	Professionals
Students	Teachers
Managers	Political leaders
Administrators	Sales professionals

And, anyone who wants to communicate without anxiety and stress in today's intensely competitive business environment

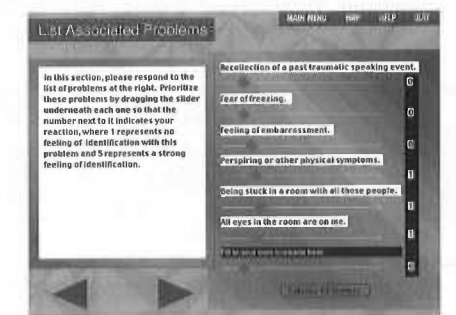
Visit our Website [Http://www.tftr.com](http://www.tftr.com)

### You will learn how to:

- Quickly and easily remove stage fright
- Eliminate stress and anxiety no matter how large the group
- Reduce embarrassment
- Forget the discomfort of past traumatic events
- Eliminate claustrophobia
- Get rid of that fear of freezing or going blank in a presentation
- Stop worrying about "every one is watching me"
- End excessive perspiring and other physical symptoms

Please rush this Interactive Series CD ROM Program. Eliminate Your Fear of Public Speaking Interactive CD ROM and User's Guide \$99 plus \$6 shipping (CA add sales tax) CD requires windows 95@ 16 megs ram 2x cd rom drive. (Macintosh Version please write.)

Name \_\_\_\_\_ Check enclosed  or charge my: \_\_\_\_\_  
 Company \_\_\_\_\_ VISA  MASTERCARD   
 Address \_\_\_\_\_ Number \_\_\_\_\_ Exp. \_\_\_\_\_  
 City/State/Zip \_\_\_\_\_ Signature \_\_\_\_\_  
 Phone \_\_\_\_\_ Mail to: Callahan Techniques™  
 45-350 Vista Santa Rosa, Dept. EAP  
 Indian Wells, CA 92210  
 1 (800) 359-CURE or fax (760) 360-5258



BUILDING BRIDGES TO THE WORKPLACE OF THE FUTURE

# BALTIMORE 1997

## *Pictures*

EAPA 26th Annual Conference & Exhibits • November 16-19, 1997

### EAPA Honors Leaders During 26<sup>th</sup> Annual Conference



Jim O'Hair (above, right) and Jesse Bernstein (top right photo, left) both received awards as Member of the Year "for outstanding service to the EAP field throughout their careers."



John Bowers (above, left) accepted the Ross Von Weigand Award on behalf of the International Longshoremen's Association, and James Kapo (above, left) accepted the award on behalf of the New York Shipping Association. The Ross Von Weigand Award, named in honor of a founding member of ALMACA, recognizes an excellent joint labor/management EAP.



Tom Pasco (above, right) received the John J. Hennessy Award for his "exemplary labor leadership in the EAP field." Pasco accepted the award from Labor Director Ted Mapes (above, left) during the Labor Luncheon.



On behalf of EAPA member Dick Bickerton, Dotty Blum accepted a Special Recognition Award recognizing Dick's long-time support of ALMACA/EAPA and his work on the Small Business Committee.



EAPA presented a special award to Eli Lilly and Company for their exemplary employee and family assistance program. Gregg Gittus (left) of the Lilly Corporate Health Care Initiatives Division accepted the award from EAPA member Jim O'Hair.



Special Recognition Awards were given to... (left to right) Marilyn Rumsey and Jeff Christie for their work on the *Ethical Dilemmas in Workplace Counseling: A Casebook*; Henry (Hank) Huestis for long-time work on behalf of the EAP field and his continuing support of the New York City Chapter; Joe Kraus for his extraordinary work on EAP public service announcements.



Special Recognition Awards were given to Faye McAfee (photo on left) and Betty Risher for "continuous dedicated time and energy in support of labor, the EAP professional and EAPA's Labor Committee."



EAPA also recognized Eli Lilly and Company for their support, which led to the development of a new EAPA exhibit booth that appeared in six national trade shows in 1997. Left to right are Barbara Kopans, director, Employee Telephone Assistance Program (ETAP); EAPA President Don Magruder; Randy Hall, Eli Lilly and Company; Sandra Turner, chair, Education and Training Committee.

On behalf of Digital Equipment Corporation, EAPA member Bruce Davidson received the 1997 National Public Education Campaign on Clinical Depression Award recognizing Digital's commitment to employees through the identification and treatment of depression in the workplace. Left to right are former EAPA President Sandra Turner (who has worked on the campaign since its inception), Bruce Davidson, and Madeline Gallo of the National Mental Health Association.

# BALTIMORE 1997

## Pictures

An Ambitious Array of Pre-Conference Events Included...



Training sessions on marketing, work/family issues, and risk management



Training for EAPA chapter officers (shown here during a break in their meeting)



An abundance of committee meetings (such as the Standards Committee shown here)



...and an EACC meeting.

November 16-19: A Time for Building Bridges...



Keynote speaker W. Mitchell explained how strength and courage should be the foundation of EAP work



EAPA President Don Magruder joined Host Committee Co-Chair Lori Raggio in cutting the ribbon that officially opened the exhibit hall with more than 100 exhibitors [not pictured: Host Committee Co-Chair Trish Meissner]



Noted EAP Attorney Sandra Nye presented a forum based on information in her new book soon to be published by EAPA. Many 1997 conference workshops were filled to capacity.



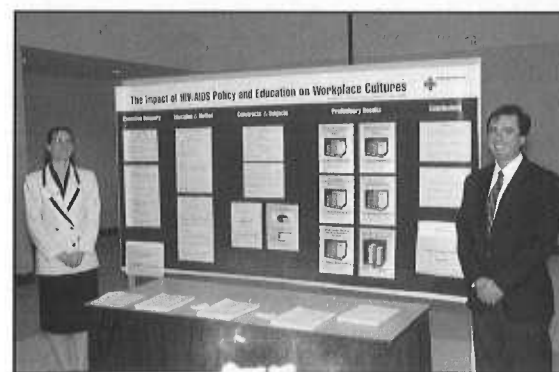
Keynote Speaker for the Labor Luncheon was Rodney Trump, Former President of Local 239, UAW GM NATP.



New EAPA members were fresh and bright for an early morning meeting/reception to welcome them.



International EAPA members from South Africa, Australia, England, Brazil, and other countries were on hand in greater numbers than ever before.



The poster sessions were a bit hit affair.

### SAMHSA Survey Proves Lower Drug Rates Associated with Companies with EAPs

Employees who receive information, written policies, and who have access to EAPs report lower rates of illicit drug use and alcohol use, according to a study recently released by the Substance Abuse and Mental Health Services Administration (SAMHSA) during the twenty-sixth EAPA Annual Conference in Baltimore. SAMHSA Administrator Dr. Nelba Chavez (pictured above) reported the news to an eager audience of EAPA members during a special Public Policy Forum on November 17.

The study notes that in 1994, 7.6 percent of full-time workers, ages 18-49, reported current illicit drug use. The majority (56.6 percent) of those who reported illicit drug use worked at locations with fewer than 25 employees. Additional information in the SAMHSA study shows that:

- Of the overall population, ages 18-49, about 8 percent of full-time workers, 9 percent of part-time workers, and 16 percent of those unemployed reported current illicit drug use in the past month. Almost 70 percent of the estimated number of users were currently employed full-time.
- The rate of current illicit drug use was higher among 18-25 year olds, males, whites, and those who reported annual personal incomes of less than \$9,000 or \$75,000 or more than among older workers, women, blacks, and Hispanics, or those who reported annual personal incomes between \$9,000 and \$74,999.
- The rate of current illicit drug use was higher among workers employed in smaller establishments (1-24 employees) than among workers employed in larger establishments (25-499 or 500 or more employees). The rate of heavy alcohol use did not differ by establishment size.

Dr. Chavez noted that the survey results are "a milestone in our fight against substance abuse. It tells us that prevention strategies are reaching employees, especially those in larger workplaces and in positions of public trust and public safety." She also noted that it shows a need to alert employers with small businesses that they have an important role to play in solving the problems of substance abuse.

The complete study is available via the Internet at [www.samhsa.gov](http://www.samhsa.gov) or by calling the National Clearinghouse for Alcohol and Drug Information at 1-800-729-6686.



# BALTIMORE 1997

## *Pictures*

And Through It All... Lots of Opportunities to Dance, Dance, Dance



This Native American (left) presented a symbolic dance during the Native American Pow Wow, which included a special ceremony (right) to thank all those "warriors" who had defended their country in years past.



During the International Reception, November 16, "Choo-Choo" Charlie Williams (photo left, wearing hat) and his band provided music that brought Richard Hopkins [Britannic Chapter] and Tracy Harper [South African Chapter] onto the dance floor.



1960s vocalist/band leader Ronnie Dove had these EAPA members rockin' out from early in the evening.



Brenda Blair was amazed to find her arms could go in so many directions.



Everyone was in a party mood!



Diane McIlwain felt the urge to dance at her table.



The EAPA Board of Directors Wishes You A Very Happy 1998!!!!



Play your cards right and you can join Las Vegas Chapter President Sally Davis for the 27<sup>th</sup> EAPA Annual Conference in Las Vegas, November 10-13.



Congratulations to our newly elected board members (left to right): Phil Hess, External Programs Director; Karen Hagen, North Central Regional Director; Ken Burgess, Southwest Regional Director; Mike Webb, Pacific Regional Director; Dotty Blum, Mid-Atlantic Regional Director; (missing from photo is Ted Mapes, Labor Director).



## The Food Frenzy

Continued from page 13

6. Have courage. Realize that you will want to shy away from the denial and anger you will intuitively feel radiating from the employee. We know how to talk to people about drugs and alcohol; apply those skills to talking about food. You may save someone's life. This is a difficult recovery. It takes at least five years to become abstinent from food dependency. Relapse is part of the recovery. People may eat (or want to) as they approach painful issues. If you are doing therapy: stop, stabilize, interpret, look at the roots of food as defensive behavior. To press on when people are toxic and in relapse is to retraumatize them.

## Treatment Planning

- Utilize Overeaters Anonymous for mentoring, peer support, structure, a spiritual program, and a thousand other things.
- Refer to a nutritionist who knows about the physiological issues outlined here, works with nutritional supplements, and gets results.
- Solidify medical coverage by referring clients to an M.D. who is compassionate and non-judgmental.
- Support a food plan, not a diet, that defines food and amounts, eliminates non-foods, (for example, sugar), excludes personal binge foods, allergens, and intolerances.
- Educate yourself, the employee, and the work group.

- Refer clients to therapists with no active addiction to food, who understand this disease, and who love working with these clients.

## Honor the client's spiritual journey.

Fifty-eight million Americans—one quarter of the population—are clinically obese (20 percent over ideal weight). Yet the DSM-IV relegates binge eating to categorization as an Eating Disorder NOS (not otherwise specified). Food dependency, without exception, meets all of the established criteria for substance dependence outlined in the same manual. Millions of people in this country haven't a clue that they are (food) addicts, nor do the people treating them. EA professionals have been here before. We are pioneers; here is the new frontier.

References are available from the author.



Lynn Elliott-Harding, RN, CEAP, is in private practice in Oakland, California, specializing in food dependency and multiple addiction. Lynn does consulting and training and is still writing a book entitled *The Food Frenzy*. You can reach her at: P.O. Box 5471, Berkeley, CA 94705; (phone) 510-654-9491; (fax) 510-654-9990; e-mail: leh@wsnet.net

## EAP Director

Fortune 200 manufacturing company seeks internal EAP director; position based at corporate headquarters in upstate New York. Responsible for staff of 7, local EAP population of 7,000 and 6,000 additional employees at branch plants along East Coast. Minimum qualifications: M.S.W., with 3-5 years broad clinical background and supervisory experience. Computer, budget, team development, and visioning experience essential. Competitive salary and benefits. Equal opportunity employer. Send resume and cover letter by Feb. 15 1998 to: The Monroy Group, Inc., 275 Prospect Hill Road, Horseheads, New York 14845.

# Mark your calendars for the Mid-Atlantic District I Conference

Williamsburg, Virginia  
July 19-22

For more information, call  
**EAPA Headquarters**  
at **703-522-6272.**

# EAP ASSOCIATION Exchange

July 96 - June 97

## AUTHOR & SUBJECT INDEXES

### AUTHOR INDEX

The following individuals either authored articles, were interviewed, or were otherwise prominently featured in the *EAPA Exchange*:

#### Gregory Alter, Ph.D.

"Using the Internet To Enhance EAP Operations," p. 17, March/April 1997.

#### Gary L. Atkins, MA, CEAP

"Behavioral Risk Management: A New Opportunity for EAP Growth and Development," p. 14, May/June 1997.

#### J.C.C. Badenhorst

"Minimizing Post-Traumatic Stress in Critical Mining Incidents," p. 22, January/February 1997.

#### Richard Bar, Esq.

"Federal Court Disability Law Decision Stirs Uproar," p. 16, November/December 1996.

#### Rik Bijl

"Alcohol, Drugs, and Working Conditions in the Netherlands," p. 36, November/December 1996.

#### Brenda R. Blair, MBA, CEAP

"EAPA Task Force Surveys EAP Decision Makers," p. 24, March/April 1997.

#### Ted Bowman

"A Fork in the Road: Responses to Transition in the Workplace," p. 12, July/August 1996.

#### Kevin Bratcher, MS, CEAP

"Suicide Risk Assessment: Asking the S Question To Improve the Standard of Care," p. 24, May/June 1997.

#### John Burke, CEAP

"A Time of Change? Is This the Time To Change the Name of Employee Assistance? (Point/Counterpoint)," p. 22, July/August 1996.

#### John E. Burns, Ph.D., CEAP

"A Chapter Is a Branch in Brazil," p. 24, July/August 1996.

#### Tamara Cagney, CEAP

"If the Beach Boys Could Only See Me Now...," p. 2, March/April 1997.

#### Barbara Casagrande

"Anxiety and Panic Attacks! The Problem Nobody Wants To Talk about at Work," p. 28, March/April 1997.

#### George E. Cobbs, Jr., CEAP

"Good News for Strengthening the EA Profession," p. 2, July/August 1996; "Wrapping Up This Term with Fond Memories," p. 2, September/October 1996; "Our Goal: Making a Difference," p. 2, November/December 1996.

#### Michael J. Cohn, Ed.D.

"Technoshock: When Technological Advances Lead to Regressive Behavior," p. 12, March/April 1997.

#### Thomas E. Cole, CEAP

"Labor Plays a Part at the Summer Institute of Addiction Studies at the Ohio State University," p. 40, November/December 1996.

#### Cary L. Cooper

"Painting a Picture for Future Growth: An Assessment of EAPs in the United Kingdom," p. 34, May/June 1997.

#### Maurie Cullen, MSW, BCD

"Eye Movement Desensitization and Reprocessing and EAP," p. 18, July/August 1996.

#### Andrea De Marco

"Our Goal: Making Our Voices Heard," p. 32, March/April 1997.

#### Linda Devlin

"Cultural Diversity Proudly Celebrated at This House," p. 38, March/April 1997.

#### Mark Dworkin, CSW, LCSW, BCD

"Eye Movement Desensitization and Reprocessing and EAP," p. 18, July/August 1996.

#### Patricia Elder, Ph.D., CEAP

"EAPs and Public Service Reform. The Need for the Integrated Approach," p. 20, January/February 1997.

#### Veronica V. Goff

"Improve Depression Management By Using Employment-Based Benefits and Services," p. 14, September/October 1996.

#### Kevin Grand, CADC, CEAP

"EA Professionals in the Fire Service," p. 34, September/October 1996.

#### Kathleen Handron, MA, CEAP

"Helpful Hints for Candidates for Certification," p. 38, May/June 1997; "Managing Workplace Disabilities: How EAPs Can Help Put the Cap on Rising Costs," p. 21, May/June 1997.

#### Kirk C. Harlow, Dr.PH.

"EAPA Exchange To Include Semi-Annual Research Supplement," p. 32, January/February 1997; "From the Editor," p. 2, *Employee Assistance Research Supplement*, Vol. 1, No. 1, May/June 1997.

#### Tracy Harper

"EAPs and Professional Development in South Africa," p. 16, January/February 1997.

#### Mark J. Hassell, M.Ed., CEAP

"Minority Support Groups Bridging the Gap in Cultural Diversity," p. 28, November/December 1996.

#### Stephen Heidel, M.D., MBA

"Americans Abroad: Extending EAP Services to the Expatriate Family," p. 20, July/August 1996.

#### Carolyn Highley-Marchington

"Painting a Picture for Future Growth:"

An Assessment of EAPs in the United Kingdom," p. 34, May/June 1997.

#### **John Hooks**

"Survey Shows Need for More Attention to Minorities," p. 33, January/February 1997; "Report of the EAPA November Board Meeting," p. 37, May/June 1997.

#### **Karen Hopkins**

"EAP Training for Supervisors: The Key To Reaching Troubled Employees," p.10, July/August 1996.

#### **Robert A. Horning, CEAP**

"Labor Plays a Part at the Summer Institute of Addiction Studies at the Ohio State University," p. 40, November/December 1996.

#### **Jonathan C. Huefner, Ph.D.**

"Measuring Clinically Significant Improvement in the EAP Environment," p. 22, November/December 1996.

#### **Paul Hufnagel, CEAP**

"Licensure: Still Searching After All These Years," p. 10, November/December 1996.

#### **Andrew J. Imparato, Esq.**

"The Americans with Disabilities Act: How It Provides Workplace Protection for Persons with Depression," p.18, September/October 1996.

#### **Diane Johnson**

"A Fork in the Road: Responses to Transition in the Workplace," p. 12, July/August 1996.

#### **Will Jones, Ph.D., CEAP, BCSAC**

"Shaping the Future of the EAP Profession: The Legislative and Public Policy Conference March 22-25, 1997, Washington, DC," p. 40, September/October 1996.

#### **Eric Kung**

"EAPs: A Growing Commodity for the Asian Pacific Region," p. 30, November/December 1996.

#### **Michael J. Lambert, Ph.D.**

"Measuring Clinically Significant Improvement in the EAP Environment," p. 22, November/December 1996.

#### **Richard Lank**

"EAP Eldercare Counseling as an Employee Benefit," p. 24, November/December 1996.

#### **Linda LaScola, MSW**

"EAPA Task Force Surveys EAP Decision Makers," p. 24, March/April 1997.

#### **Quentin Ludgin**

"EAP Eldercare Counseling as an Employee Benefit," p. 24, November/December 1996.

#### **Sheila Macdonald**

"EA Professionals Increasingly Involved in Public Policy Successes," p. 26, July/August 1996; "Educating the Public about EAPs: A Constant Need," p. 17, November/December 1996; "Status of EA Licensure in the States (1996)," p. 11, November/December 1996; "1997 Public Policy Conference Is Set," p. 35, January/February 1997; "PPC 97 Has Largest Turnout Ever," p. 40, March/April 1997.

#### **Don Magruder, CEAP**

"We've Only Just Begun," p. 4, January/February 1997; "Your Most Essential Career Investment," p. 2, March/April 1997; "EAPA Progress Around the World," p. 4, May/June 1997.

#### **George Maltezos, MA, LCPC, CEAP**

"Working Families, Government, and Mental Health Professionals: Sharing Responsibility," p. 34, January/February 1997.

#### **Donald A. Manning, CSADC, CEAP**

"EA Professionals in the Fire Service," p. 34, September/October 1996.

#### **Ted Mapes, CEAP**

"Its All about Trust," p. 40, May/June 1997.

#### **Cynthia E. Maxwell**

"Avoiding Negligent Retention Claims," p. 28, May/June 1997.

#### **Bernie McCann**

"An EAPA Members View of Public Policy," p. 14, November/December 1996.

#### **John Mickey McKay, M.Ed., CEAP, CAS**

"Labor, Management, and Workplace Violence," p. 29, July/August 1996.

#### **Sherrie L. Mirsky, MA, CEAP**

"Union Activists: Making a Difference," p.15, July/August 1996.

#### **Nôel Monsour, Ph.D.**

"Suicidal Behavior: What It Is and How To Deal with It," p. 26, September/October 1996.

#### **William J. Montanez**

"EAPs: An Effective Risk Management Tool," p. 18, May/June 1997.

#### **Janet Mug, CEAP**

"Are EAPs Subject to ERISA and COBRA Regulations?" p. 12, November/December 1996.

#### **Naomi Naierman**

"The Grieving Employee," p. 20, September/October 1996.

#### **Patrick D. O'Connor, Ph.D., CEAP**

"Psychospiritual Intervention and Employee Assistance Professionals," p.16, July/August 1996.

#### **Thomas J. Pasco, CEAP**

"EAPs: An Ounce of Prevention," p. 2, May/June 1997.

#### **Rennie Peyton**

"The Deadly Weapon: Bullying Within Organizations," p. 22, September/October 1996.

#### **James D. Platt, MA, CEAP, CADAC, CMHC**

"EAP On-Line: A New Therapeutic Intervention for Employees," p. 20, March/April 1997.

#### **Bert Pluymen**

"Its All in Your Head," p. 20, November/December 1996.

#### **Steven Posen, CEAP**

"Efforts To Move CEAPs Forward Are Working," p. 34, July/August 1996; "Last Call for 1996 CEAP Exam," p.35, September/October 1996; "From the EACC Chair," p. 41, November/December 1996; "More Than 1300 Sit for CEAP Exam in 1996," p. 29, January/February 1997; "Send in New Questions for the CEAP Exam," p. 41, March/April 1997.

#### **John Quinell**

"The Impact of the Principal Behavioral Health Care Employee Assistance Program on Health Outcomes and Medical Costs," p. 3, *Employee Assistance Research Supplement*, Vol.1, No.1, May/June 1997.

#### **Paul Quinnett, Ph.D.**

"Suicide Risk Assessment: Asking the S Question To Improve the Standard of Care," p. 24, May/June 1997.

#### **David Riccardi**

"Northern Ohio and Brazilian EAPA Chapters: Linking Up for Mutual Benefits," p. 24, January/February 1997.

#### **Mary Brett Rogers**

"Avoiding Negligent Retention Claims," p. 28, May/June 1997.

#### **Charlotte J. Sanborn, B.PhD, CEAP**

"EAP On-Line: A New Therapeutic Intervention for Employees," p. 20, March/April 1997.

#### **William R. Schleicher, CEAP**

"The Architecture of Change: You Win Some and You Lose Some," p. 22, March/April 1997.

#### **Geri K. Skuhr, M.S., NCC, CCDC**

"Fiber Optic Counseling: Freuds Worst Nightmare...or a Dream Come True?," p. 14, March/April 1997.

#### **Crystal Hayman Simms**

"Beyond Stress," p. 16, September/October 1996.

#### **Gary Solomon, MPH, MSW, Ph.D.**

"Cinematherapy(: Watching for Better Mental Health," p. 26, January/February 1997.

#### **Carole Stevenson, CEAP**

"Report of the EAPA Spring Board Meeting," p. 28, September/October 1996.

#### **Sylvia Straub**

"On the Road Again," p. 4, July/August 1996; "E-Mail and Other Good News," p. 4, September/October 1996; "EAPAs Invite Is High (Very High)," p. 4, November/December 1996; "Member-Chapter Campaigns: A Time To Grow," p. 6, January/February 1997; "EAPA Resources Continue Growing," p. 6, March/April 1997; "A World of EAP Issues," p. 6, May/June 1997.

#### **Linda Sturdivant, M.Ed., CEAP**

"Minority Support Groups Bridging the Gap in Cultural Diversity," p. 28, November/December 1996; "EAPAs Finances Stabilizing," p.41, January/February 1997.

#### **Jeffrey S. Tenenbaum, Esq.**

"Federal Court Disability Law Decision Stirs Uproar," p. 16, November/December 1996.

#### **Tim Thomas**

"Northern Ohio and Brazilian EAPA Chapters: Linking Up for Mutual Benefits," p. 24, January/February 1997.

#### **Sandra Turner, CEAP**

"EAPA Survey Shows Growing

Problem of Workplace Depression," p. 37, November/December 1996; "Northern Ohio and Brazilian EAPA Chapters: Linking Up for Mutual Benefits," p. 24, January/February 1997; "CIGNA Healthcare of Ohio Restricts Behavioral Health Drug Formulary," p. 8, March/April 1997.

#### **Thomas H. Valk, M.D., MPH**

"Americans Abroad: Extending EAP Services to the Expatriate Family," p.20, July/August 1996.

#### **Jessica Vines**

"Mentoring: Opening Doors to Women in the Workplace," p. 36, March/April 1997.

#### **Wallace Wilkins, Ph.D, SAP**

"Value-Added Living for EA Professionals," p. 24, September/October 1996.

#### **James Wrich**

"A Time of Change? Is This the Time To Change the Name of Employee Assistance? (Point/Counterpoint)," p.22, July/August 1996.

#### **Susan Murray Young**

"Improve Depression Management by Using Employment-Based Benefits and Services," p. 14, September/October 1996.

## **SUBJECT INDEX**

### **Accreditation**

"Wrapping Up This Term with Fond Memories," by George E. Cobbs, Jr., CEAP, p. 2, September/October 1996.

### **Americans with Disabilities Act (ADA)**

"The Americans with Disabilities Act: How It Provides Workplace Protection for Persons with Depression," by Andrew J. Imparato, Esq., p. 18, September/October 1996; "Federal Court Disability Law Decision Stirs Uproar," by Richard Bar, Esq., and Jeffrey S. Tenenbaum, Esq., p. 16, November/December 1996.

### **Anxiety/Panic Disorders**

"Anxiety and Panic Attacks! The Problem Nobody Wants To Talk about

at Work," by Barbara Casagrande, p. 28, March/April 1997.

### **Certification**

"Efforts To Move CEAPs Forward Are Working," by Steven Posen, CEAP, p. 34, July August 1996; "Last Call for 1996 CEAP Exam," by Steven Posen, CEAP, p.35, September/October 1996; "From the EACC Chair," by Steven Posen, CEAP, p. 41, November/December 1996; "More Than 1300 Sit for CEAP Exam in 1996," by Steven Posen, CEAP, p. 29, January/February 1997; "Send in New Questions for the CEAP Exam," by Steven Posen, CEAP, p. 41, March/April 1997; "Helpful Hints for Candidates for Certification," by Kathleen Handron, MA, CEAP, p. 38, May/June 1997.

### **Cinematherapy**

"Cinematherapy: Watching for Better Mental Health," by Gary Solomon, MPH, MSW, Ph.D., p. 26, January/February 1997.

### **Clinical Outcomes Measurement**

"Measuring Clinically Significant Improvement in the EAP Environment," by Michael J. Lambert, Ph.D., and Jonathan C. Huefner, Ph.D., p. 22, November/December 1996.

### **Cultural Diversity**

"Minority Support Groups Bridging the Gap in Cultural Diversity," by Linda Sturdivant, M.Ed., CEAP, and Mark J. Hassell, M.Ed., MBA, p. 28, November/December 1996; "Survey Shows Need for More Attention to Minorities," by John Hooks, p. 33,

January/February 1997; "Cultural Diversity Proudly Celebrated at This House," by Linda Devlin, p. 38, March/April 1997;

#### Depression

"The Americans with Disabilities Act: How It Provides Workplace Protection for Persons with Depression," by Andrew J. Imparato, Esq., p. 18, September/October 1996; "Improve Depression Management by Using Employment-Based Benefits and Services," by Veronica V. Goff and Susan Murray Young, p. 14, September/October 1996; "EAPA Survey Shows Growing Problem of Workplace Depression," by Sandra Turner, CEAP, p. 37, November/December 1996.

#### Disability Management

"Managing Workplace Disabilities: How EAPs Can Help Put the Cap on Rising Costs," by Kathleen Handron, MA, CEAP, p. 21, May/June 1997.

#### EA Profession

"Good News for Strengthening the EA Profession," by George E. Cobbs, Jr., CEAP, p. 2, July/August 1996; "Educating the Public about EAPs: A Constant Need," by Sheila Macdonald, p. 17, November/December 1996; "Our Goal: Making a Difference," by George E. Cobbs, Jr., CEAP, p. 2, November/December 1996; "We've Only Just Begun," by Don Magruder, CEAP, p. 4, January/February 1997; "Your Most Essential Career Investment," by Don Magruder, CEAP, p. 2, March/April 1997.

#### EAP Development

"Value-Added Living for EA Professionals," by Wallace Wilkins, Ph.D., SAP, p. 24, September/October 1996.

#### EAPA Board Minutes

"Report of the EAPA Spring Board Meeting," by Carole Stevenson, CEAP, p. 28, September/October 1996; "Report of the EAPA November Board Meeting," by John Hooks, p. 37, May/June 1997.

#### EAPA Chapters/Membership

"Northern Ohio and Brazilian EAPA Chapters: Linking Up for Mutual Benefits," by Sandra Turner, David Riccardi, and Tim Thomas, p. 24, January/February 1997; "On the Road

Again," by Sylvia Straub, p. 4, July/August 1996; "Member-Chapter Campaigns: A Time To Grow," by Sylvia Straub, p. 6, January/February 1997.

#### EAPA Finances/Operations

"E-Mail and Other Good News," by Sylvia Straub, p. 4, September/October 1996; "EAPAs Invite is High (Very High)," by Sylvia Straub, p. 4, November/December 1996; "EAPAs Finances Stabilizing," by Linda Sturdivant, M.Ed., CEAP, p. 41, January/February 1997; EAPA "Resources Continue Growing," by Sylvia Straub, p. 6, March/April 1997; "A World of EAP Issues," by Sylvia Straub, p. 6, May/June 1997.

#### EAPA Financial Statements

"EAPA Audited Financial Statements, Year Ended June 30, 1996 and 1995," p. 42, January/February 1997.

#### EAPA Surveys

"EAPA Survey Shows Growing Problem of Workplace Depression," by Sandra Turner, CEAP, p. 37, November/December 1996; "EAPA Task Force Surveys EAP Decision Makers," by Brenda R. Blair, MBA, CEAP, and Linda LaScola, MSW, p. 24, March/April 1997.

#### Eldercare

"EAP Eldercare Counseling as an Employee Benefit," by Richard Lank and Quentin Ludgin, p. 24, November/December 1996.

#### Federal Regulations

"Are EAPs Subject to ERISA and COBRA Regulations?" by Janet Mug, CEAP, p. 12, November/December 1996.

#### Front Desk

"If the Beach Boys Could Only See Me Now...," by Tamara Cagney, CEAP, p. 2, March/April 1997; "EAPs: An Ounce of Prevention," by Thomas J. Pasco, CEAP, p. 2, May/June 1997.

#### Grieving

"The Grieving Employee," by Naomi Naierman, p. 20, September/October 1996.

#### Harassment

"The Deadly Weapon: Bullying within Organizations," by Rennie Peyton, p. 22, September/October 1996.

#### International

"A Chapter Is a Branch in Brazil," by John E. Burns, Ph.D., CEAP, p. 24, July/August 1996; "Americans Abroad: Extending EAP Services to the Expatriate Family," by Thomas H. Valk, M.D., MPH, and Stephen Heidel, M.D., MBA, p. 20, July/August 1996; "Alcohol, Drugs, and Working Conditions in the Netherlands," by Rik Bijl, p. 36, November/December 1996; "EAPs: A Growing Commodity for the Asian Pacific Region," by Eric Kung, p. 30, November/December 1996; "EAPs and Professional Development in South Africa," by Tracy Harper, p. 16, January/February 1997; "A World of EAP Issues," by Sylvia Straub, p. 6, May/June 1997; "EAPA Progress Around the World," by Don Magruder, CEAP, p. 4, May/June 1997; "Painting a Picture for Future Growth: An Assessment of EAPs in the United Kingdom," by Carolyn Highley-Marchington and Cary L. Cooper, p. 34, May/June 1997.

#### Intervention Techniques

"Psychospiritual Intervention and Employee Assistance Professionals," by Patrick D. O'Connor, Ph.D., CEAP, p. 16, July/August 1996; "EAP On-Line: A New Therapeutic Intervention for Employees," by James D. Platt, MA, CEAP, CADAC, CMHC, and Charlotte J. Sanborn, B.PHD, CEAP, p. 20, March/April 1997.

#### Labor

"Labor, Management, and Workplace Violence," by John Mickey McKay, M.Ed., CEAP, CAS, p. 29, July/August 1996; "Union Activists: Making a Difference," by Sherrie L. Mirsky, MA, CEAP, p. 15, July/August 1996; "EA Professionals in the Fire Service," by Donald A. Manning, CSADC, CEAP, and Kevin Grand, CADAC, CEAP, p. 34, September/October 1996; "Labor Plays a Part at the Summer Institute of Addiction Studies at the Ohio State University," by Robert A. Horning, CEAP, and Thomas E. Cole, CEAP, p. 40, November/December 1996; "Working Families, Government, and Mental Health Professionals: Sharing Responsibility," by George Maltezos, MA, LCPC, CEAP, p. 34, January/February 1997; "Our Goal: Making Our Voices Heard," by Andrea De Marco, p. 32, March/April 1997; "It's All about Trust," by Ted Mapes, CEAP, p. 40, May/June 1997.

#### Letters

"More References for Cultural Diversity," p. 32, July/August 1996; "We Get Some...and We Send Some," p. 19, January/February 1997.

#### Licensure

"Licensure: Still Searching After All These Years," by Paul Huinagel, CEAP, p. 10, November/December 1996; "Status of EA Licensure in the States (1996)," by Sheila Macdonald, p. 11, November/December 1996.

#### Managed Care

"CIGNA Healthcare of Ohio Restricts Behavioral Health Drug Formulary," by Sandra Turner, CEAP, p. 8, March/April 1997.

#### Management Training

"EAP Training for Supervisors: The Key To Reaching Troubled Employees," by Karen Hopkins, p. 10, July/August 1996.

#### Mentoring

"Mentoring: Opening Doors to Women in the Workplace," by Jessica Vines, p. 36, March/April 1997.

#### Point/Counterpoint

"A Time of Change? Is This the Time To Change the Name of Employee Assistance?" Yes, by John Burke, CEAP; No, by James Wrich, p. 22, July/August 1996.

#### Post-Traumatic Stress Disorder

"Eye Movement Desensitization and Reprocessing and EAP," by Mark Dworkin, CSW, LCSW, BCD, and Maurie Cullen, MSW, BCD, p. 18, July/August 1996; "Minimizing Post-Traumatic Stress in Critical Mining Incidents," by J.C.C. Badenhorst, p. 22, January/February 1997.

#### Public Policy

"EA Professionals Increasingly Involved in Public Policy Successes," by Sheila Macdonald, p. 26, July/August 1996; "Shaping the Future of the EAP Profession: The Legislative and Public Policy Conference," March 22-25, 1997, Washington, DC, by Will Jones, Ph.D., CEAP, BCSAC, p. 40, September/October 1996; "An EAPA Members View of Public Policy," by Bernie McCann, p. 14, November/December 1996; "Status of EA Licensure in the States(1996)," by Sheila Macdonald, p. 11, November/December 1996; "1997 Public Policy

Conference Is Set," by Sheila Macdonald, p. 35, January/February 1997; "PPC 97 Has Largest Turnout Ever," by Sheila Macdonald, p. 40, March/April 1997.

#### Public Service Reform

"EAPs and Public Service Reform: The Need for the Integrated Approach," by Patricia Elder, Ph.D., CEAP, p. 20, January/February 1997.

#### Research

"EAPA Exchange To Include Semi-Annual Research Supplemental," by Kirk C. Harlow, Dr.Ph., p. 32, January/February 1997; "From the Editor," by Kirk C. Harlow, Dr. Ph., p. 2, *Employee Assistance Research Supplement*, Vol.1, No.1, May/June 1997; "The Impact of the Principal Behavioral Health Care Employee Assistance Program on Health Outcomes and Medical Costs," by John Quinell, p. 3, *Employee Assistance Research Supplement*, Vol.1, No.1, May/June 1997.

#### Risk Management

"Avoiding Negligent Retention Claims," by Cynthia E. Maxwell and Mary Brett Rogers, p. 28, May/June 1997; "Behavioral Risk Management: A New Opportunity for EAP Growth and Development," by Gary L. Atkins, MA, CEAP, p. 14, May/June 1997; "EAPs: An Effective Risk Management Tool," by William J. Montanez, p. 18, May/June 1997; "Managing Workplace Disabilities: How EAPs Can Help Put the Cap on Rising Costs," by Kathleen Handron, MA, CEAP, p. 21, May/June 1997; "Suicide Risk Assessment: Asking the S Question To Improve the Standard of Care," by Kevin Bratcher, MS, CEAP, and Paul Quinnett, Ph.D., p. 24, May/June 1997.

#### Stress

"Beyond Stress," by Crystal Hayman Simms, p. 16, September/October 1996.

#### Substance Abuse

"Alcohol, Drugs, and Working Conditions in the Netherlands," by Rik Bijl, p. 36, November/December 1996; "Its All in Your Head, by Bert Pluymen," p. 20, November/December 1996.

#### Suicide

"Suicidal Behavior: What It Is and How To Deal with It," by Nol Monsour, Ph.D., p. 26, September/October 1996; "Suicide Risk Assessment: Asking the S

Question To Improve the Standard of Care," by Kevin Bratcher, MS, CEAP, and Paul Quinnett, Ph.D., p. 24, May/June 1997.

#### Technology

"EAP On-Line: A New Therapeutic Intervention for Employees," by James D. Platt, MA, CEAP, CADAC, CMHC, and Charlotte J. Sanborn, B.PHD, CEAP, p. 20, March/April 1997; "Fiber Optic Counseling: Freuds Worst Nightmare...Or a Dream Come True?" by Geri K. Skuhr, M.S., NCC, CCDC, p. 14, March/April 1997; "Technoshock: When Technological Advances Lead to Regressive Behavior," by Michael J. Cohn, Ed.D, p. 12, March/April 1997; "Using the Internet To Enhance EAP Operations," by Gregory Alter, Ph.D., p. 17, March/April 1997.

#### Workplace

"A Fork in the Road: Responses to Transition in the Workplace," by Ted Bowman and Diane Johnson, p. 12, July/August 1996; "The Architecture of Change: You Win Some and You Lose Some," by William R. Schleicher, CEAP, p. 22, March/April 1997.

#### Workplace Critical Incidents

"Minimizing Post-Traumatic Stress in Critical Mining Incidents," J.C.C. Badenhorst, p. 22, January/February 1997.

#### Workplace Violence

"Labor, Management, and Workplace Violence," by John Mickey McKay, M.Ed., CEAP, CAS, p. 29, July/August 1996.

**CEAP Pins Now Available  
\$10.00 each**  
(Must be a current CEAP to order.)  
**Call the EAPA resource  
center at  
703-522-6272 ext. 307**

The Customers  
You Want Read the  
*EAPA Exchange*  
To Advertise in the Next Issue of  
*EAPA Exchange*  
Call Marilyn Lowrance  
703-538-5557  
Mar/Apr '98 Issue Deadline:  
February 10

# On the Labor Front

## *Another Look at the Internal EAP from the Ranks of Labor*

by Robert A. Horning, MSW, LSW, CCDC I, CEAP

I have recently returned from the EAPA Annual Conference, which I attend annually to recharge my batteries, learn more about what is going on in the EAP field, renew old friendships, and, on occasion, discover some of the things we have done right over the years within our internal program.

I decided to write this article because of some of the horror stories I heard from other internal program coordinators who attended the annual conference. We have run into some of the same problems over the years, although we resolved many issues along the way, and I feel obliged to share those experiences with my peers.

Since April 1989, I have been employed at General Dynamics Land Systems in Lima, Ohio, as the UAW internal employee assistance program coordinator. When we began our EAP, we had two plants in the Detroit area, plus our division headquarters; one plant in Scranton, Pennsylvania; and our plant in Lima. We have one UAW EAP coordinator at each site as well as a division administrator at our division headquarters. As the EAP coordinator, I service all active employees, retirees, and their dependents.

We are similar to every other internal program in the sense that we provide typical EAP services. Our core activities include (1) expert consultation and training to appropriate persons in the identification and resolution of job-performance issues related to employee personal concerns; (2) confidential, appropriate and timely problem-assessment services; (3) referrals for appropriate diagnosis, treatment, and assistance; (4) the formation of linkages between

the workplace and community resources that provide such services; and (5) follow-up services for employees who use those services.

### **Strength in Numbers**

After a period of time, we recognized that we needed some kind of structure that would be helpful to all coordinators who were experiencing problems. We formed a Division Oversight Committee, which is responsible for developing, implementing, monitoring, evaluating, and making all other decisions necessary for the operation of the joint EAP at all plants within the division. This committee is made up of management and union personnel.

One of the first tasks we took on as a committee was to give all EAP coordinators the ability to override any decision made by the third-party payer in terms of levels of care and length of stays in mental health and addictions treatment. As a committee, we didn't feel it was appropriate to refer employees to the EAP for productivity issues and then have them set up for potential failure by allowing these third-party payers to deny them access to the proper levels of care.

We also recognized that we didn't have the healthcare coverage we needed in some cases to get people to the right levels of care. We compiled a list of services we thought we needed to correct this problem and placed them under the heading of comprehensive benefits. These benefits were in addition to the traditional benefits the employees currently had. They included extended care facilities for those people with chemical dependency

problems who needed more than the traditional inpatient programs. We included half-way and three-quarter-way houses. We were also aware that there were some agencies who provided adequate services but for some reason were not approved by the third-party payers. We decided to place them in the comprehensive benefits package and use them as needed. The only requirement for employees or their dependents to access these services was that they must be enrolled in the EAP.

### **A Win-Win Situation**

Another issue that our committee looked at was the traditional healthcare coverage for outpatient mental health services. In recognizing the high cost of these services, we decided to develop a short-term counseling program that would benefit our employees, General Dynamics, and the mental health providers. In our research, we found out on the average, most people found resolution to their problems in seven sessions or less. We then hired an external firm to provide up to eight sessions per incident for employees or their dependents. The therapist made the decisions about whether the person fits the short-term model or not. If someone is not a candidate for short-term therapy, he or she would be referred back to the traditional coverage. I think this created a win-win situation for all concerned because the employees were relieved of any deductibles or co-pays, the company saved money because this short-term therapy was at a reduced rate, and the provider benefited from

*continued on page 44*

## Father Martin's Ashley *The Beauty is Just a Bonus!*



We provide the finest treatment available for the disease of alcoholism and chemical addiction. Here dignity, respect, and hope are restored.

We have a Primary Program for those new to recovery. Our world renown Relapse Program is designed to overcome and resolve the unique core issues of relapse.

JCAHO Accredited • Most Insurance Plans Accepted  
**Father Martin's Ashley**  
**1-800-799-HOPE**

## Strengthening the Integrity of the CEAP Credential

by Doug McKibbin, CEAP, EACC Chair

In the business and mental health communities, the CEAP credential has increasingly become a symbol of an individual's commitment to upholding and maintaining professional practice as an EA professional. While there are a number of stakeholders in the EAP community (many of whom say they provide EA services but may not offer all of the core technology), having the CEAP credential actively demonstrates one's personal and professional commitment to upholding EAPA standards. To reflect changing practices as the CEAP credential matures, the EACC has instituted a number of initiatives in recent years.

One of the most significant changes has been to increase the number of requirements for those who want to take the CEAP exam. This year—1998—is the middle year of a three-year transition during which candidates must have participated in professional training prior to sitting for the exam. This year, candidates must obtain 40 professional development hours (PDHs) (or 10 if the candidate retains a graduate degree). In addition, 1998 marks the first year that CEAP exam candidates must meet an advisement requirement. This advisement, a 24-hour mentorship between a current CEAP and the candidate, serves to instill a sense of EA professional experience, values, practices, ethics, and attitudes that separate our practice from other professions. The EACC sees this additional requirement as another feature distinguishing the CEAP professional from other mental health and business professionals.

Another distinguishing feature of

the CEAP is the need for ongoing professional development to maintain the certification. This need to continue professional training or re-examination shows a commitment to the ongoing evolution of the field and the need for up-to-date training. Recognizing that EA professionals are driven to extend their knowledge and training in a variety of areas, not only EAP practice, the EACC has recently relaxed the strict EAP policy/direct services requirement for recertification. The requirement for all recertification candidates is to obtain 60 PDHs over the three-year certification period in any of the topics as described in the EACC content outline. To further clarify and inform all CEAPs, the EACC will mail a new green recertification folder with these new details in the first two months of 1998. Please, throw out your yellow folder after putting all your PDH forms into the new green folder!!!

### International Interest

The EACC has also noted that countries outside the U.S. and Canada are becoming increasingly aware of the CEAP credential. In 1997, the EACC worked with a division of the federal government in Canada to develop a French-Canadian version of the CEAP exam. Representatives from a number of countries met with EACC commissioners during the 1997 EAPA Annual Conference in Baltimore to discuss implementing the CEAP credential in their respective countries as well. While there are currently approximately 146 international CEAPs (out of a total of more than 4,700 CEAPs), there are tremendous opportunities for

expanding recognition of the CEAP credential throughout the world.

This international interest has forced the EACC to hone further the definitions and specific practices of an EA professional for while expanding the CEAP credential internationally is exciting, the EACC remains firmly committed to maintaining the integrity of the CEAP in North America. In this regard, the new 1998 publications outlining the CEAP have been strengthened with an expanded explanation of what makes EAP work different from the business and mental health (including substance abuse) arenas. These definitions and clarifications (and the new EACC Code of Professional Conduct) serve to articulate the specific nature of EAP practice. These documents are useful for all CEAPs who seek to show that while they are more than a clinician and different from a human resource professional, they provide services for a variety of clients and in a variety of settings.

### Hellos and Good-bys

In November 1997, we bid farewell to EACC Commissioners Ron Winters, Carl King, and Midgie Brawley, and EACC Chair Steven Posen. We thanked them for their hard work and three-year commitment to the EACC's goals. We also welcomed new EACC Commissioners Betty Hosokawa, Kathleen Handron, Marilyn Rumsey, Jon Christensen, Steve Haught, and Jeff Christie to the Commission, and I assumed my new duties as EACC Chair.

*continued on page 41*

## Britannic Chapter Members Share Views on 26<sup>th</sup> EAPA Annual Conference

### Richard Hopkins, Chapter Chair

My most striking impression of this conference was the increased number of international delegates—some 60 out of 2,500. Compare this with just a handful a couple of years ago. In the last year, new EAPA chapters have been formed in Brazil, Chile, and South Africa. The Australians, whose professional organizations are currently divided, may well join together as a part of EAPA, resulting in an additional 500-600 international members.

It is not impossible that international members will represent 15-20 percent of all EAPA members by the year 2000. EAPA's mission—to be the global voice of EAPs—looked difficult just a year ago, but now seems so much more of a reality.

The new draft of a constitution was approved without change by the EAPA Board of Directors. Subject to membership approval at the March 1998 AGM, the Britannic Chapter will become the UK EAP Association, enabling the formation of the Scottish branch to proceed.

Make a note in your 1998 diary: The 1998 EAPA Annual Conference will be November 10-13 in Las Vegas.

### Pauline Bratton, CEAP, PPC UK Ltd

The one thing you can say about an EAPA annual conference is that it's difficult to be lonely in a crowd of 2,500 people!!! That was my experience my first time around in Chicago and this year in Baltimore it felt even more so. People whom I had met casually remembered this strange animal—a UK CEAP.

International members were well represented. South Africa, Australia, Chile, Canada, Belgium, and Brazil were among the 11 countries sending representatives to the International CEAP Certification meeting. We discussed with the EACC ways of embracing cultural diversity within the certification process without losing either quality or standards.

It was an exciting and rewarding four days, but if anyone suggests a 6:45 a.m. breakfast meeting, I shall bat a bagel in their direction!

### Enid Mouler, ICAS

My first sense of the EAPA conference was one of well-ordered chaos. Over the coming days much warmth and friendship was extended to me, and I was made to feel welcome.

During the many conversations with other EA professionals, I learned there are a number of differences between the UK and EA professionals in other parts of the world, such as Australia, Bermuda, South Africa, Trinidad, or Uruguay. But there is the same shared enthusiasm and commitment towards supporting individuals in the workplace.

The Awards Breakfast on the last morning really gave me the final insight into the EAPA as an international "family." The warmth and mutual support that I had witnessed over the four days of the conference became even more apparent on that morning. It was obvious that the people who received the awards were much loved individuals who had given a great deal to the EAP cause.

The 1969 song recommending a

"great big melting pot, big enough to take the world and all its got" has got it all wrong! What we need is an EAPA stir fry\* where each ingredient complements the other, but where each one retains its own unique qualities and identity, and is seasoned with tolerance, creativity, enthusiasm, and humor, and mixed together to provide an attractive and stimulating feast. Many delegates stand out in my memory in vivid colors; others as a more subtle, thought-provoking flavor. All left me with a strong desire to come back and sample the EAPA conference stir fry once again.

\*Thanks to Rosanna Yip of Mobil Oil, Canada, for the stir fry thought. ☺

### Certification Update

Continued from page 40

While the EACC does make some changes or enhancements to the CEAP credential periodically, one important fact remains: The CEAP is a professional who blends experience and education to ensure that workplace-based counseling and consulting services are provided. Through stricter eligibility requirements, the EAP profession is strengthening its integrity. Through recertification requirements that recognize different needs, CEAPs are maintaining and strengthening their service delivery to customers. And as we evolve, we all become clearer about distinguishing features of EAP work. With this in mind, the CEAP increasingly does matter—to us as professionals and to our workplaces. ☺

Next Issue: Governance of the CEAP

**RECEIVE THREE FREE PAMPHLETS!**  
Check the boxes of the three you'd like to see:

- HH-002 Stimulants
- HH-003 Preventing Alcohol & Other Drug Use
- HH-004 Cocaine & Crack
- HH-005 Marijuana
- HH-006 Inhalants
- HH-007 Hallucinogens
- HH-008 Depression
- HH-009 Codependence
- HH-010 Alcohol
- HH-011 Sexually Transmitted Diseases
- HH-012 Eating Disorders
- HH-013 Narcotics
- HH-014 Youth, Alcohol, & Other Drugs
- HH-015 Tobacco
- HH-016 Helping a Friend with a Drinking Problem
- HH-017 Drinking, Drugging and Driving
- HH-030 Substances and Seniors
- HH-031 Improving Family Relations
- HH-032 Children and Divorce
- HH-033 Coping with Grief and Loss
- HH-034 Improving Self-Esteem
- HH-035 Living with Someone Who is Depressed
- HH-036 What is Post-Traumatic Stress?
- HH-037 Child Sexual Abuse

**NEW PAMPHLETS!!!!**

- HH-047 Compulsive Gambling
- HH-048 Anger Management
- HH-049 Parenting and Positive Discipline
- HH-050 Stress
- HH-051 Prescription Drug Abuse
- HH-052 Balancing Work and Family
- HH-053 Caring for an Aging Loved One
- HH-054 Managing Finances

To receive three FREE samples,  
complete the following and fax to  
**810-588-6633**

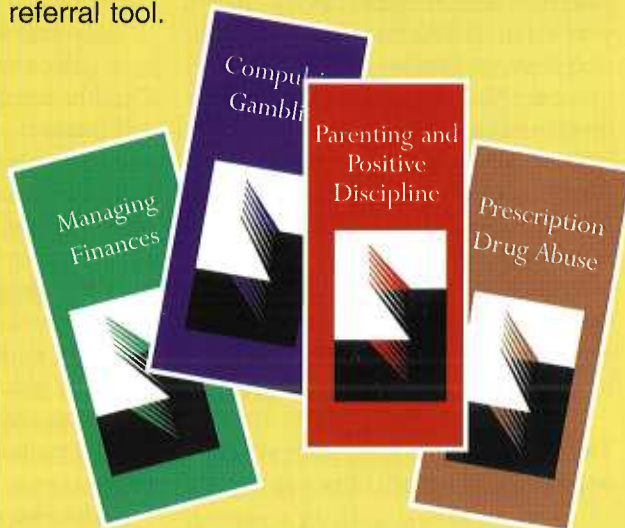
Name \_\_\_\_\_  
 Organization \_\_\_\_\_  
 Title \_\_\_\_\_  
 Address \_\_\_\_\_  
 City \_\_\_\_\_ State/Prov. \_\_\_\_\_  
 Zip/Postal Code \_\_\_\_\_ Phone \_\_\_\_\_

## Create Your Own Prevention Resource Center With **HELPING HAND PAMPHLETS**

Deliver easy-to-read, concise information on a wide range of behavioral subjects. Ideal for

- Workplaces and schools
- EAP, student assistance and wellness programs
- Screening and referral centers
- Mental health and substance abuse treatment programs

Pamphlets can be personalized with your organization's name to increase their value as a referral tool.



Or for \$10 (includes shipping and handling charges) you may receive a complete sample pack that includes one each of 32 titles. Orders outside the US and Canada must be prepaid. Send your purchase order or payment (in U.S. currency) payable to:

**Performance Resource Press, Inc.**  
1270 Rankin Drive, Suite F • Troy, MI 48083-2843  
or **CALL 800-453-7733**

For faster service, place your order on a credit card (Master Card or Visa).

# The Driving Force in Managed Care

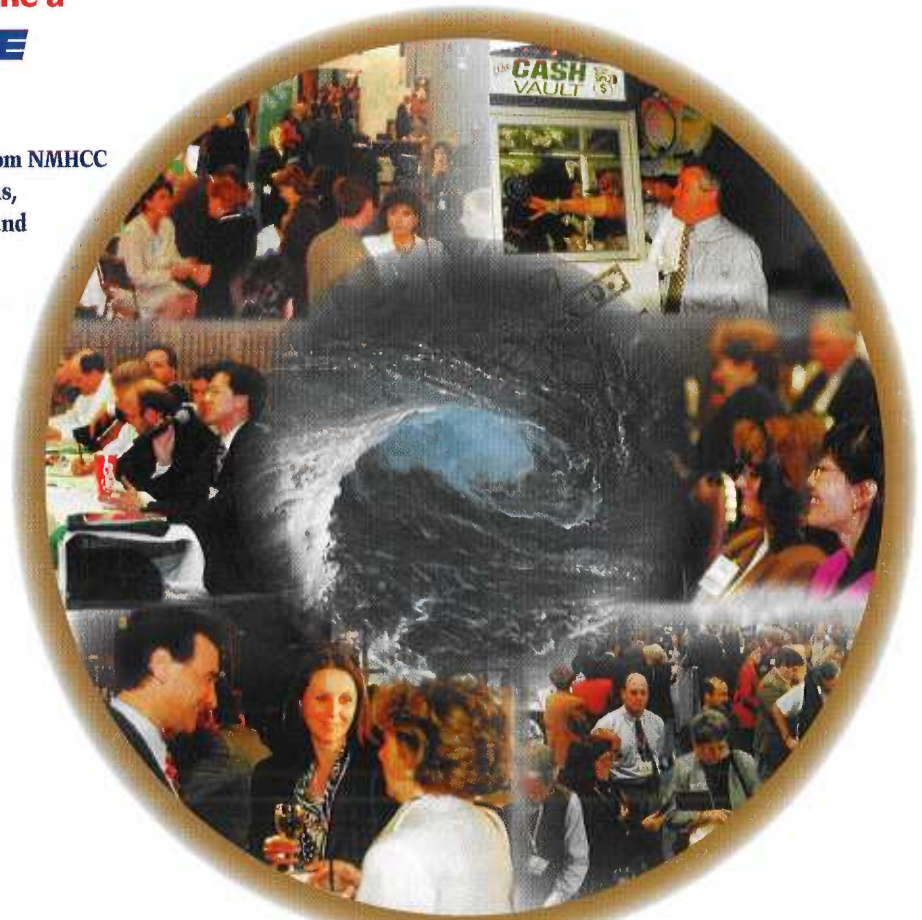
The 10<sup>th</sup> Annual  
National  
Managed  
Health Care  
Congress  
**NMHCC**  
FEATURING  
**NMH/IT**  
The Information Systems and Technology Solutions Forum

**The Only Event to Bring Together the  
Key Players in Managed Health Care -  
Purchasers, Payors, Providers, and  
Information Technology Executives**

**April 20-23, 1998 • Georgia World Congress Center  
ATLANTA, GEORGIA**

**NMHCC can help you become a  
DRIVING FORCE  
in Managed Health Care**

- ▶ **Build Your Own Conference Agenda from NMHCC Industry Tracks, NMH/IT Topic Tracks, In-Depth Pre-Conference Symposia, and the Congress Live Debate Series**
- ▶ **Capitalize on Over 13 Hours in One Expanded and Integrated Exhibit Hall**
- ▶ **Network with Your Senior Level Peers Under One Roof - Including Attendees of the Exclusive Executive Summit Programs: Medical Directors, Employers, Pharmacy Directors, CEOs, CIOs, and Radiology Executives**
- ▶ **Gain a Broader Perspective of Healthcare Through Thought Provoking Keynote Speakers. Keynotes confirmed to date:**



Cosby

**FEATURED  
Keynote Speaker  
Bill Cosby**



Cuomo

**Mario M. Cuomo,  
Governor**



Kemp

**Jack Kemp,  
'96 Vice Presidential  
Candidate,  
Co-Director,  
Empower America**

For more information on The 10th Annual National Managed Health Care Congress, please call toll free (888) 882-2500, fax (781) 663-6412, e-mail info@nmhcc.com, or mail to NMHCC, Inc., 71 Second Avenue, 3rd Floor, Waltham, MA 02154.

- Conference Registration  Exhibiting Opportunities  Sponsorship Opportunities  Speaking Opportunities



Name \_\_\_\_\_ Title \_\_\_\_\_  
 Company \_\_\_\_\_  
 Address \_\_\_\_\_  
 City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
 Phone \_\_\_\_\_ Fax \_\_\_\_\_ E-mail \_\_\_\_\_

A-YYB-N98-1

Visit our web site at [www.nmhcc.org](http://www.nmhcc.org) 754.97

# Conferences & Workshops

## EACC-Approved Conferences and Workshops

**EAPA Greater Philadelphia Chapter**  
March 10 at Jefferson University, "Compassion Fatigue for EA Professionals," 2 hrs.; contact Frances A. Patterson, 215-257-6556.

**EAPA Middle Tennessee Chapter**  
April 6 in Nashville, "The Respectful Workplace," 2 hrs.; contact Sherry Friedel, 615-292-4327.

**EAPA Northern Ohio Chapter**  
The following workshops will be held in Cleveland: March 20, "Change Management in the Workplace," 2 hrs.; April 17, "Duty to Warn: Legal and Ethical Considerations," 2 hrs.; contact Joseph Calucchia, 216-429-7434.

**EAPA Los Angeles Chapter**  
The following workshops will be held in Los Angeles: March 25, "Psychiatric Manifestations of HIV/AIDS, 2 hrs.; contact Paul Salzman or Anne Salzman, 310-829-4429.

**EAPA Sacramento Chapter**  
March 25 in Sacramento, "Taking Control of the Real Cost of Divorce on Your Wallet, Children, and Emotions," 1 hr.; contact Bernice Zaborski, 916-789-2253.

## Labor Front

Continued from page 42

the increase in volume.

Another situation I have faced at my plant is downsizing. We have lost a substantial number of our brothers and sisters over the last few years. I remember attending the EAPA Annual Conference in Atlanta, and sitting in a presentation on downsizing. The experts talked about working with our laid-off workers and helping them through their grieving process. They also warned us about the people who stay behind, the survivors of the layoff. We started groups at our transition center that allowed those laid-off workers to begin moving through their grieving process, allowed me to identify those people who needed some professional help through their ordeal, and assisted them in evaluating their

options and helping them move on with their lives. I have also referred many of those survivors I mentioned earlier to outpatient counseling.

There are times when I think that those who are still working are worse off than those who leave. More of those who remain deal with the survivor guilt, and worry about how they are going to have to work harder to pick up the slack; if they work harder, they may work themselves out of a job, and finally just waiting for that other shoe to drop. This creates a lot of stress and affects all areas of their lives. It's like being on an emotional roller coaster.

In conclusion, I would like to note that we developed a crisis management team in the Lima facility. I mention this because I believe that many of the instances of violence in the workplace can be attributed to downsizing. This

crisis management team is made up of key union and management personnel. They plan for the prevention and management of actual or potential violent incidents at General Dynamics. This team has been operation for over a year now, and we have diffused more than a dozen crisis situations. Most importantly, it has allowed us to help employees with their problems before something tragic happened. It also enabled us to identify those employees who have severe mental health problems, to get them the help they need, and, in some cases, to assist them in medical retirement.

*Robert A. Horning, MSW, LSW, CCDC I, CEAP, is the UAW Internal EA Program Coordinator at General Dynamics Land Systems Division, in Lima, Ohio. He is a member of UAW Local 2075 and a member of EAPA's National Legislative & Public Policy Committee, as well as a co-organizer of the licensure effort in Ohio.*

## EAP caseware

### Here's a case management system that frees you from the drudgery and repetition of paperwork.

Medcomp, leader in EAP case management systems, created EAP Caseware specifically to meet the needs of internal and external EAPs. EAP Caseware allows you to prepare client records, develop referral resource lists, compile case and clinical notes, track outcomes and non-client services, prepare EAP and management reports. In short, EAP Caseware handles almost all your administrative problems, freeing you for creative work.

EAP Caseware is Windows-based for single user or networked systems. It's compatible with Microsoft Access.

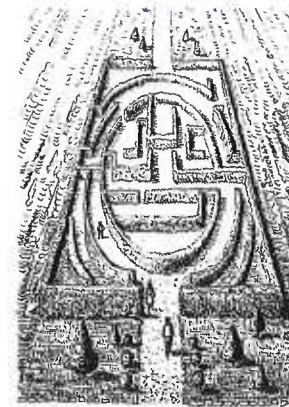
Call 719-575-9662 for a free demo disk, or to learn how Medcomp can customize a system for your EAP.

# Medcomp

Medcomp Software, Inc. Box 7847, Colorado Springs, CO 80933-7847  
Phone: (719) 575-9662 Fax: (719) 575-0272

# Ethical Dilemmas in Workplace Counseling: A Casebook

Developed by the EAPA Houston Chapter in collaboration with EAPA International Headquarters



In today's healthcare environment, EA professionals often find themselves dealing with issues that are complex and confusing. In particular, they need standards that protect the interests of those with behavioral problems and the integrity of the EAP field.

Members of EAPA's Houston Chapter have prepared a new publication that will be a valuable working resource for EA professionals as well as others in the counseling professions.

This 86-page report includes:

- 20 sample ethical dilemmas for increasing awareness
- an outline of a decision-making process for these issues
- essays from professionals regarding workplace ethics
- codes of Ethics from eight professional organizations

Make *Ethical Dilemmas in Workplace Counseling: A Casebook* the newest addition to your EAP library. Price: \$19.95 (EAPA member); \$24.95 (non-member); add \$3.00 per copy for shipping and handling.

Order now from the EAPA Resource Center, 2101 Wilson Boulevard, Suite 500, Arlington, Virginia 22201  
703-522-6272; (fax) 703-522-4585; (e-mail)eaprescen@aol.com

## 1998 CEAP EXAM

### Application Deadlines:

March 15  
October 1

### Exam Dates:

May 16  
December 12

**Eligibility:** you must meet one of two eligibility options:

### OPTION 1:

- 3,000 hours of work experience in an EAP setting, which must have been gained over a minimum of 2 years, and within 7 years of the date of the application for the CEAP exam; AND
- 40 PDHs\* (Professional Development Hours) with at least 24 of them in content areas 3 and/or 4 (see PDH requirements below\*); AND
- 24 hours of CEAP advisement spread out over at least six months (\*\*see extended timeline below for May 1998 exam candidates only)

### PDH Requirements for Both Options:

- Must have at least 60% of total PDHs within content areas 3 and/or 4;
- No more than 50% of PDHs may be earned through EAPA Self Study Guides;
- No PDHs may be earned by writing sample exam questions; PDHs must be from training occurring November 11, 1995 or later.

### OPTION 2:

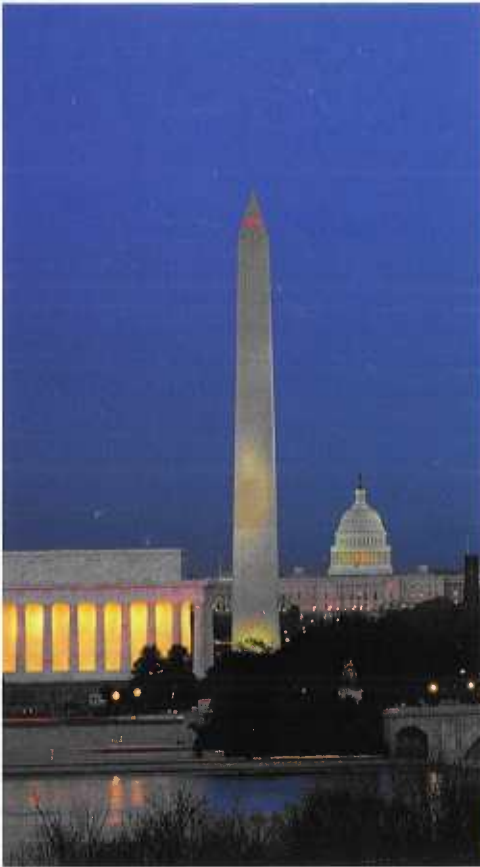
- Graduate degree in an EAP-related discipline (or equivalent outside the U.S.); AND
- 2,000 hours of work experience in an EAP setting, which must have been gained over a minimum of 2 years, and within 7 years of the date of the application for the CEAP exam; AND
- 10 PDHs\* (Professional Development Hours) with at least 6 of them in content areas 3 and/or 4 (see PDH requirements below\*); AND
- 24 hours of CEAP advisement spread out over at least 6 months (\*\*see extended timeline below for May 1998 exam candidates only)

### EXTENDED ADVISEMENT TIMELINE FOR MAY 1998 EXAM ONLY

Candidates for the May 1998 exam must begin their advisement process no later than January 1, 1998.

The 24 hours of advisement must be completed prior to applying for the exam (application deadline = March 15).

Get your 1998 Certification Guide with further details from the EACC table at the EAPA Booth in the Exhibit Hall!



Join EAP Association members  
on Capitol Hill for

# The Seventh Annual Public Policy Conference

*A Time for Action:  
Legislative Action  
for EA Professionals*

**April 19-21, 1998**



Holiday Inn on Capitol Hill  
Washington, D.C.

- Learn how you can get involved in EAPA's federal and state legislative initiatives by attending this exciting conference.
- Prepare to deal with the most challenging EAP legislative issues and learn why we must press for licensure.
- Hear about the benefits and risks of doing so, and the hard lessons we've learned in our efforts so far.
- Join us for pre-conference training on confidentiality and learn the necessary steps you must take to protect your EAP records.

**Four Days Packed with State and Federal  
News and Issues**

**State:** EA licensure and drug-free workplace laws

**Federal:** Parity in insurance coverage for  
substance abuse and mental health

**Federal:** Prospects for government funding of NIH  
and SAMHSA

**Federal/State:** EAP definitions in health laws

**Federal/State:** Confidentiality of EAP records

**Pre-Conference Confidentiality Training**

April 18, 1998

For further information, contact Leesa Kuo in the EAPA Conference Department at 703-522-6272.

INTERNATIONAL



• ASSOCIATION •

LABOR • MANAGEMENT • CONSULTANTS

**Employee Assistance  
Professionals Association**

2101 Wilson Boulevard  
Suite 500  
Arlington, VA 22201

**Periodicals**

POSTAGE

**PAID**

Arlington, VA