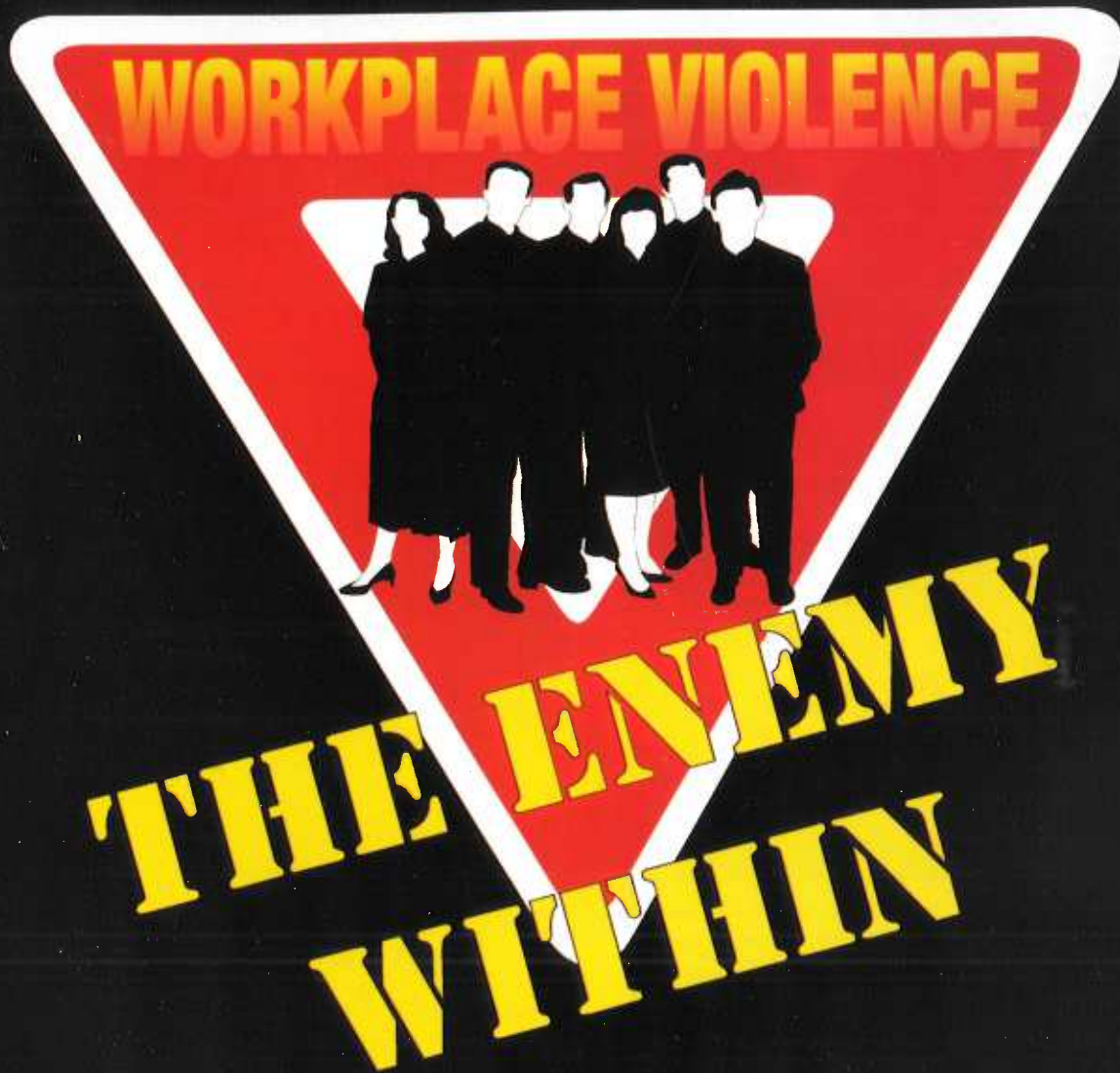


The Voice of Employee Assistance Programs

May/June 1995

EAP Digest



PLUS: USPS Unveils Six Strategies to Prevent Workplace Violence

Behavioral Case Management in HMOs

The Dilemma of Making Referrals

EAP Case Management of the Bipolar Worker

The Insight solution to a bad situation.

A year ago I had a problem. Brian, one of my employees, was missing a lot of work. When he did show up the work he did was sloppy and often had to be redone. Finally some of the other employees reported he was drinking on the job. It was costing us time and money, and the situation was potentially dangerous—these aren't toys we're playing with.

I didn't want to just give up on the guy, and I sure didn't want to have to look for somebody new to hire, so I called our EAP representative. They recommended Insight.

Turns out, all it took was some teamwork between the EAP rep, Insight, our company and Brian, and we were able to turn a bad situation into something positive.

Today, things are back on track, and Brian is one of our best employees.

Thanks to Insight we didn't lose him.

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Allowing you to send or receive critical information confidentially and privately.

You're talking with your clients—answering questions and describing your services—but they want more information. You scribble names and addresses on envelopes and put brochures and literature in the mail.

Do they get the information? Do they use it? Maybe.

Some never get it—it's trashed as junk mail. Maybe you forgot to send it. Perhaps it went to the wrong office or home.

There is a smarter and more confidential way to get information to clients and employees, and at the same time free-up staff so that they can deal with situations that require sensitivity, expertise, and training...it's called the Awareness System from PRP.

You simply give your employees or clients a special phone number and message directory. Callers tell the system what information they want, and instantly they receive the information right over their telephone. At the end of each message, the caller can be connected directly to a professional helper or be given points of referral in the community. That's how easily the new Awareness System works!

What is the Awareness System?

The Awareness System is a computerized telephone message program that provides immediate access to information and referral on a wide variety of topics, including: substance abuse, health and fitness, parenting, safety, personal growth, self-esteem, plus hundreds of other messages of great interest and concern to your target audience. Each two-to-four minute message has been professionally researched, written, and recorded. Custom messages can be added from any touchtone phone using your own private access code.

Another unique feature of the Awareness System is the Dial-Out Program. This feature allows the system to automatically call individuals to deliver any number of messages, such as confirming appointments or announcing meetings or workshops.

By providing this important service to your target audience and promoting it, you will generate tremendous exposure for your program and its services. Some organizations have even established partnerships with other community resources who receive recognition for their involvement and support through identifying tag lines on the messages or on the printed directory. The Awareness System can be used to promote the services of HR Departments, EAPs, SAPs, treatment providers, and community prevention services. The system makes a flexible, efficient outreach component for schools, employers, government agencies, and communities.

Once in place, the Awareness System will continue to provide vital information to your callers for years to come!

For a demonstration of an actual working Awareness System, call (205) 677-4769.

Enter the three-digit code below for the message you wish to hear. Listen to as many messages as you like.*

- 125 - Alcoholism: A family disease
- 181 - Cigarettes, Pipes & Snuff: All the same
- 185 - Marijuana: Often asked questions
- 220 - Call the teacher: Questions to ask
- 223 - Helping your children in school
- 240 - Acquaintance rape
- 313 - Building self image
- 317 - Gangs or groups: The decision is yours
- 356 - Is my child at high risk?
- 455 - Helping someone who is depressed

* Partial directory from over 400 messages

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- Ⓞ Explain corporate policies and procedures.
- Ⓞ Announce internal job postings.

Personal messages can be updated daily. Callers can be directed to the right person or department for further information.

For details and pricing on this low cost system, call PRP Customer Care's toll free number:
1-800-453-7733

Item #AW-001C

COVER STORY:



18 The Enemy Within

—Michael Barrier

Workplace violence poses a greater challenge to small employers than their larger counterparts. Lack of resources, including time, staffing, and funds, can prevent small employers from taking exotic prevention measures. But there are steps a small employer can take to ensure a safer workplace.

PLUS...

46 Assessing the Need for EAP

in Close-Up
Both internal and external EAPs have a new tool to help gauge the extent of behavioral risks among employees—the Business and Industry Needs Assessment.

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24 USPS Unveils Six Strategies to Prevent Workplace Violence

At its second Forum on Workplace Violence in as many years, the United States Postal Service unveiled its six strategies for preventing workplace violence. As with similar programs in other organizations, the USPS EAP plays a key role.

29 Behavioral Case Management in HMOs

The relationship between HMOs and EAPs has been tense at best. To make it win-win, HMOs will have to adjust their sights as health care moves into the 'Age of Integration.' A key component of that integration—behavioral case management.

David R. Selden, ACSW, LICSW

33 The Dilemma of Making Referrals: Clinical Judgment, Personal Bias, and Pragmatic Reality

Referring a client to care—it's the most important yet intangible aspect of EAP work. How much of the decision is clinical and how much an assumption of client/therapist fit? What role do the EAP professional's—and client's—personal biases play? Read on.

Fran Deats, MS, CEAP

38 Case Management of the Bipolar Worker

Also known as manic-depression, long-term case management is critical for employees with bipolar illness. The cyclical nature of the illness—the manic highs and depressive lows—requires more than a passing knowledge of how bipolar illness can manifest in the workplace.

TerryAnn Markus, LSW, CEAP