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Employee Assistance & Work/Life Professional Survey

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Sandra's Intro

■ Include:

- ◆ Committee list
- ◆ Sponsors
- ◆ Mission of Committee
- ◆ Three Phases of the Research Project

Research Presentation Overview

I. Where We Have Been...

National Survey of EAP & Work/Family Programs

II. Methodology

Sampling Information

III. Factor Analysis -

EAP & W/L Services Offered

IV. Qualitative Analysis

Themes of Respondents Comments

Definitions

■ Employee Assistance Programs

- ◆ Worksite based programs designed to assist in the identification & resolution of productivity problems

■ Work Family Programs

- ◆ Organizational change strategies that involve a mix of policies & programs aimed at facilitating integration of work & family roles

■ Integration

- ◆ Quality of the state of collaboration that exists among departments required to achieve unity of effort by the demands of the environment

Previous Research

- National Survey of EAP & Work Family Programs - Boston University, 1994

 - ◆ 100 Top Family Friendly Companies

- Key Findings

 - ◆ 10% of companies had “integrated programs”

 - ◆ 75% of the respondents viewed EAP & Work Family Programs as separate programs

 - ◆ Corporate Culture key indicator for collaboration of efforts

Methodology

Population Sent a Survey
6351
All Members of AWLP, EAPA, EASNA
56% via mail and 44% via internet

Returned Surveys
950
15% response rate total
7% mail vs 30% internet

AWLP
125 Members
16% response rate

EAPA
801 Members
14% response rate

EASNA
70 Members
30% response rate

Methodology

■ Questionnaire Development (4 months!)

◆ Collaborative Venture

→ AWLP:

- Sandy Burud & Kathi Beauchesne

→ EAPA:

- Work/Life Committee

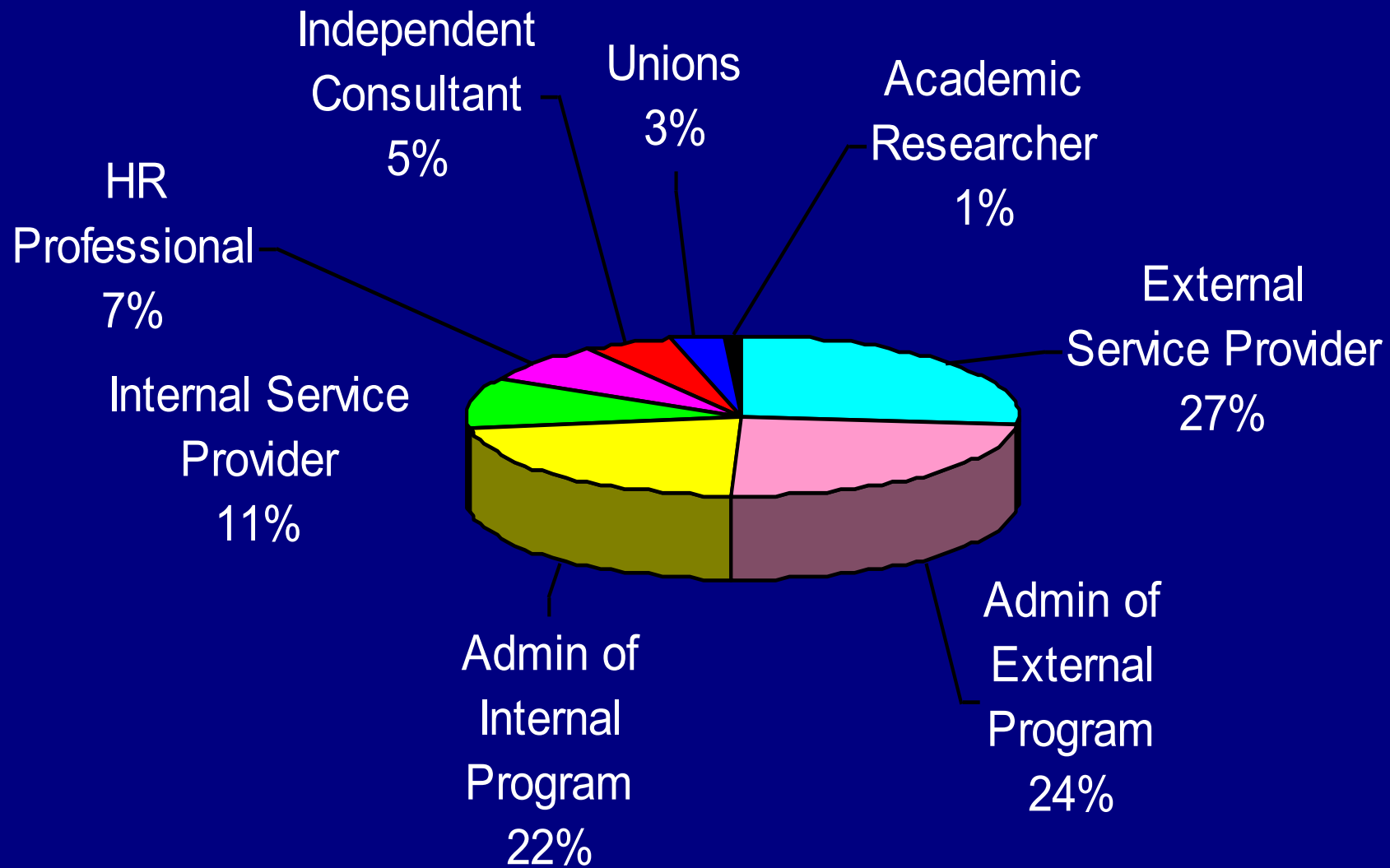
→ EASNA:

- David Bingaman & Diane Stephenson

Research Question

- *What are the current practices and future directions of the Employee Assistance and Work/Life Fields in relationship to integration of services...*

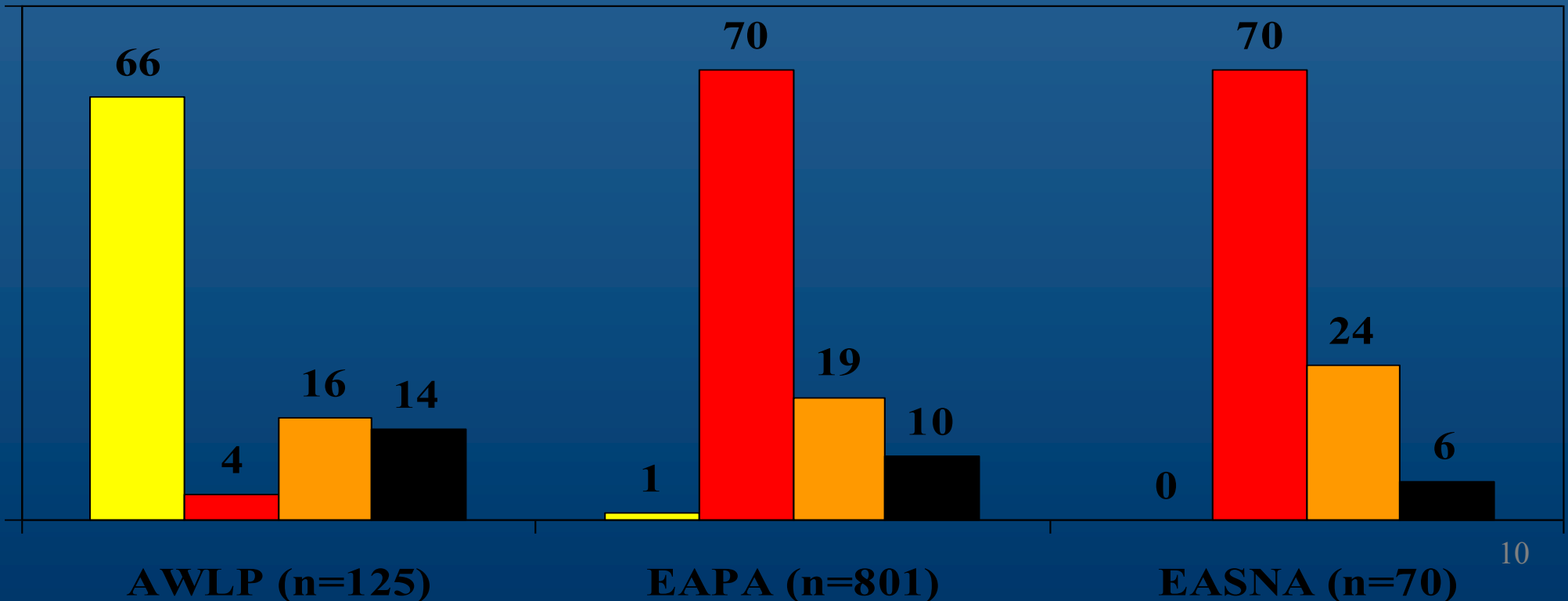
Relationship to the Field of EAP or W/L



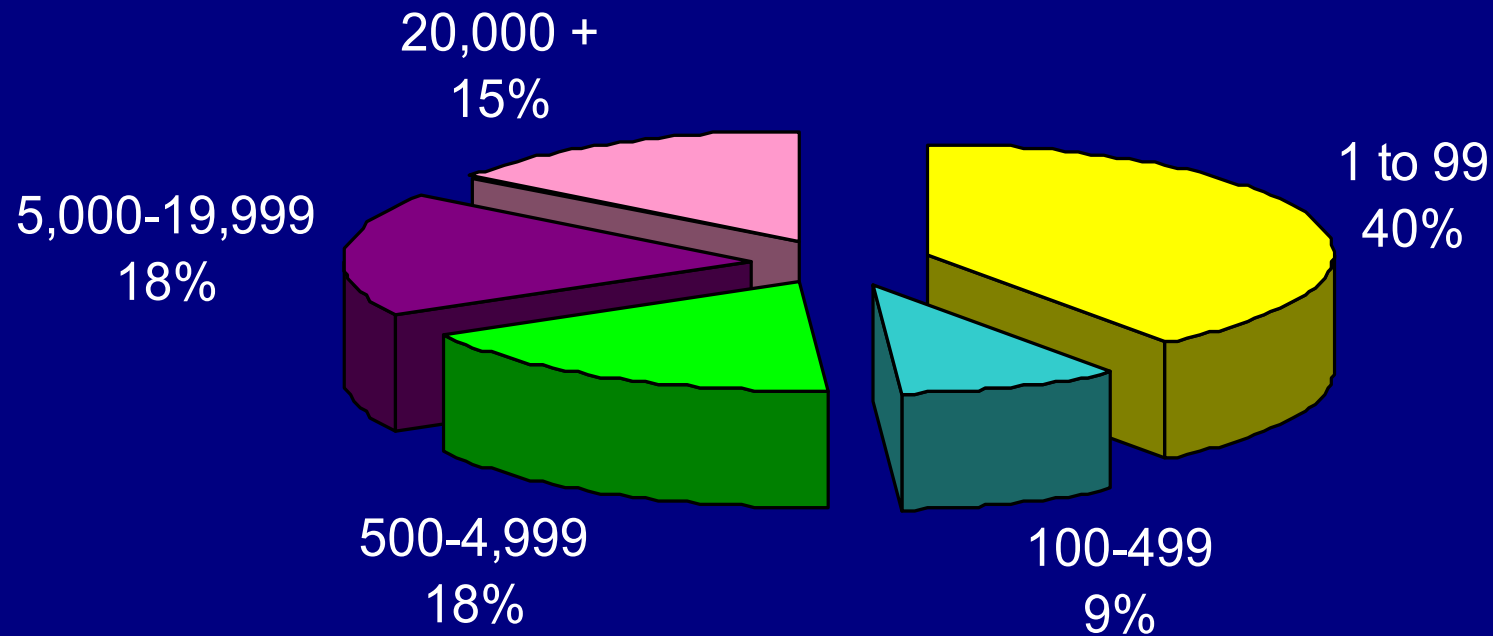
Professional Membership

Percentage of Members of Each Association With Self-identified Professional Affiliations (“do you consider yourself primarily: ___ professional”)

■ Primarily Work/Life ■ Primarily EAP ■ Both W/L & EAP ■ Other



Size of Organization



Key Finding #1

Integration at the Affiliation Level

- *Approximately 1 in 6 survey respondents considered themselves both an EA professional and a Work/Life professional, and this was consistent across the three associations*

List of EAP & Work/Life Services

- Factor Analysis of the 30 services offered resulted in four major factors or statistically meaningful groupings
 - ◆ Work/Life
 - ◆ EAP Core
 - ◆ Organizational
 - ◆ Special

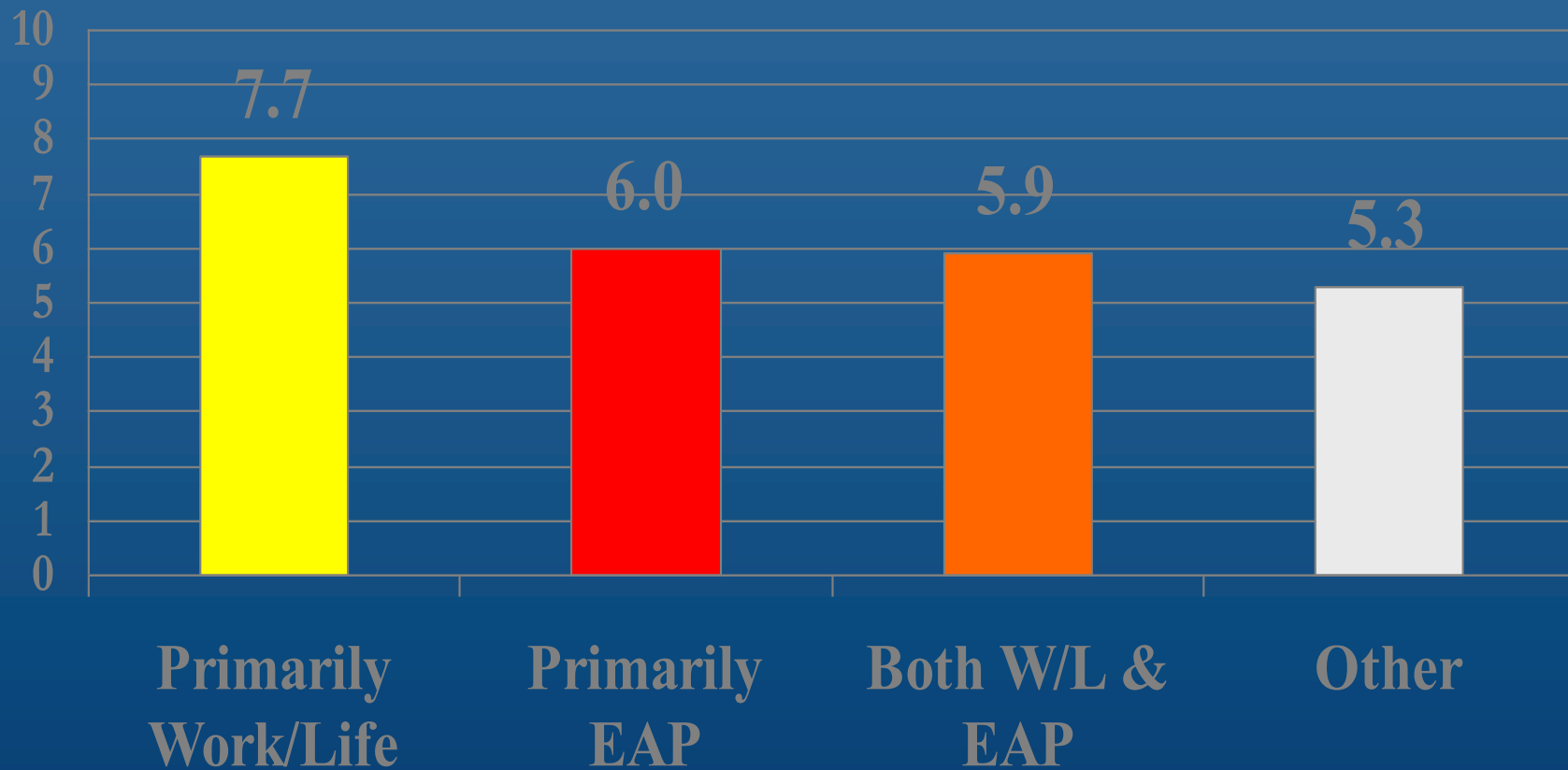
Factor 1: Work/Life Services Offered

(Percentage of Total Sample Providing Service)

- time off policies - support work/life balance (69%)
- family participation (61%)
- flexible work arrangements (60%)
- community involvement (62%)
- strategic alignment (68%)
- disability management (74%)
- health and wellness promotion (66%)
- career development (67%)
- risk management (67%)
- welfare to work (37%)

Factor 1: Work/Life Services

Average Number of Services Offered of 10 Possible
By Professional Group



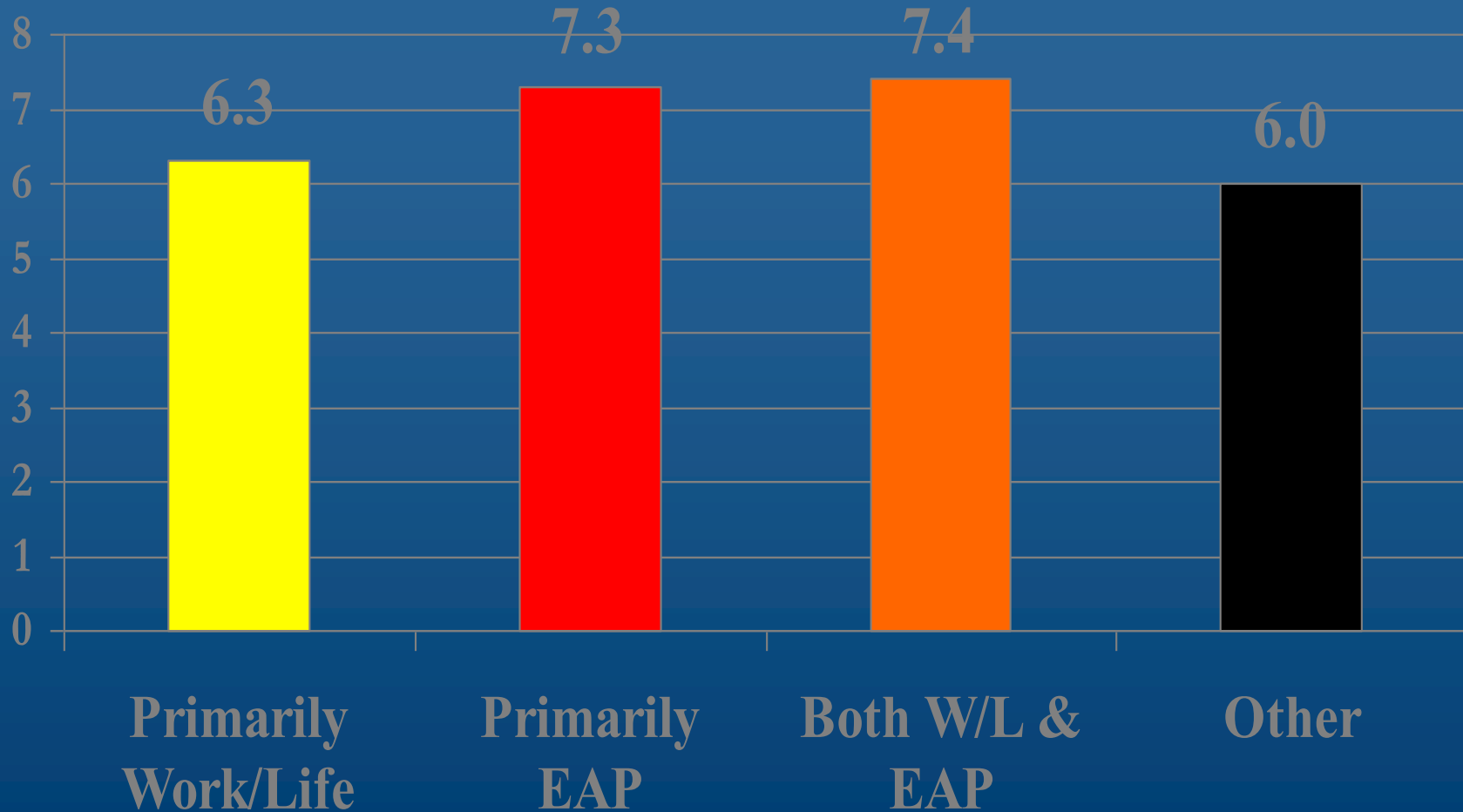
Factor 2: EAP Core Services Offered *(Percentage of Total Sample Providing Service)*

- problem assessment & referral (95%)
- substance abuse treatment and referral (93%)
- short term problem resolution (93%)
- critical incident stress debriefing (CISD) (93%)
- legal and financial referral (83%)
- drug free workplace (92%)
- retirement/outplacement counseling (76%)
- information and counseling support (82%)

Factor 2: EAP Core Services

Average Number of Services Offered of 8 Possible

By Professional Group



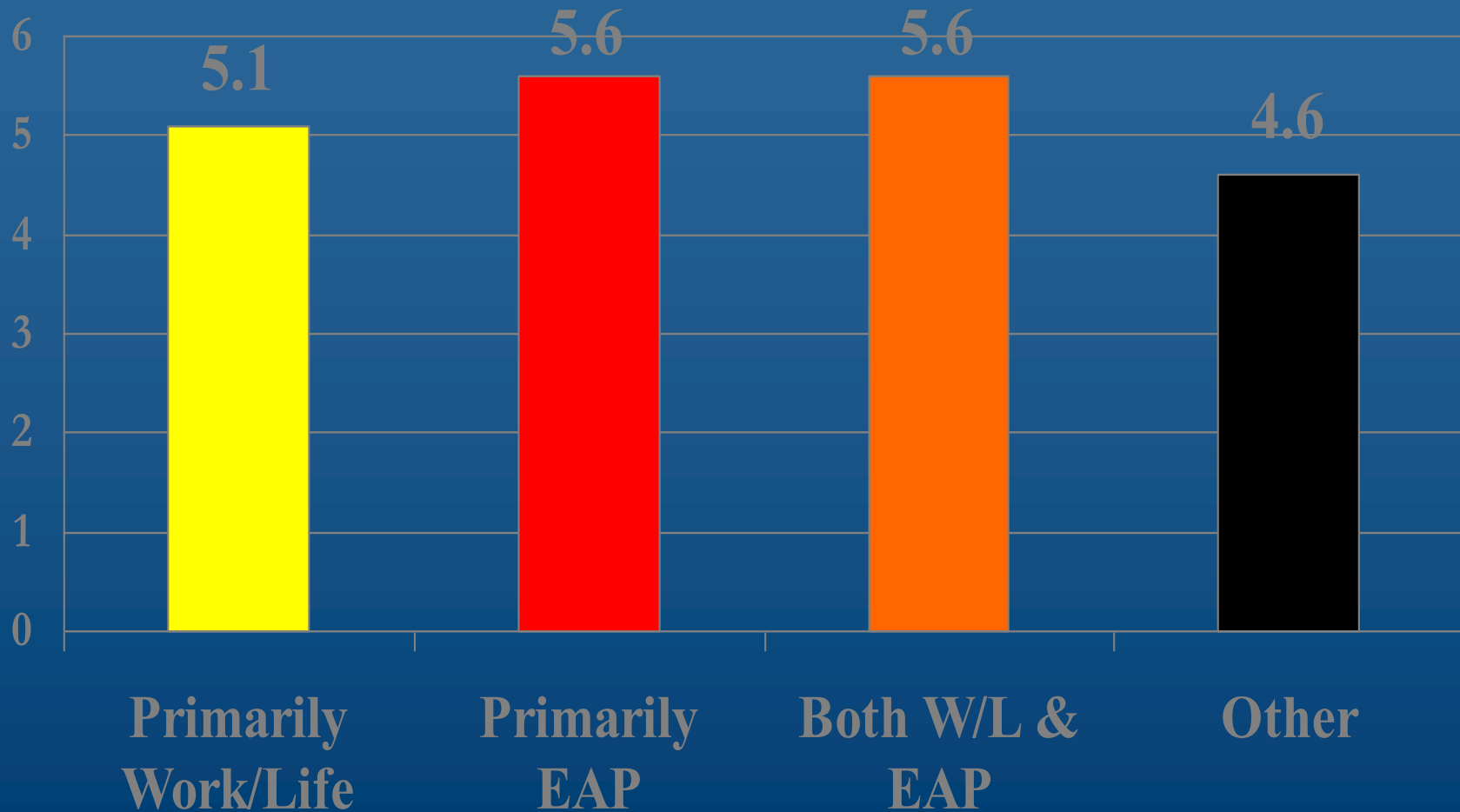
Factor 3: Organizational Services Offered *(Percentage of Total Sample Providing Service)*

- violence prevention (88%)
- training (89%)
- supervisor training (94%)
- consultation to work organizations (96%)
- diversity (85%)
- management consultation (92%)

Factor 5: Organizational Services

Average Number of Services Offered of 6 Possible

By Professional Group



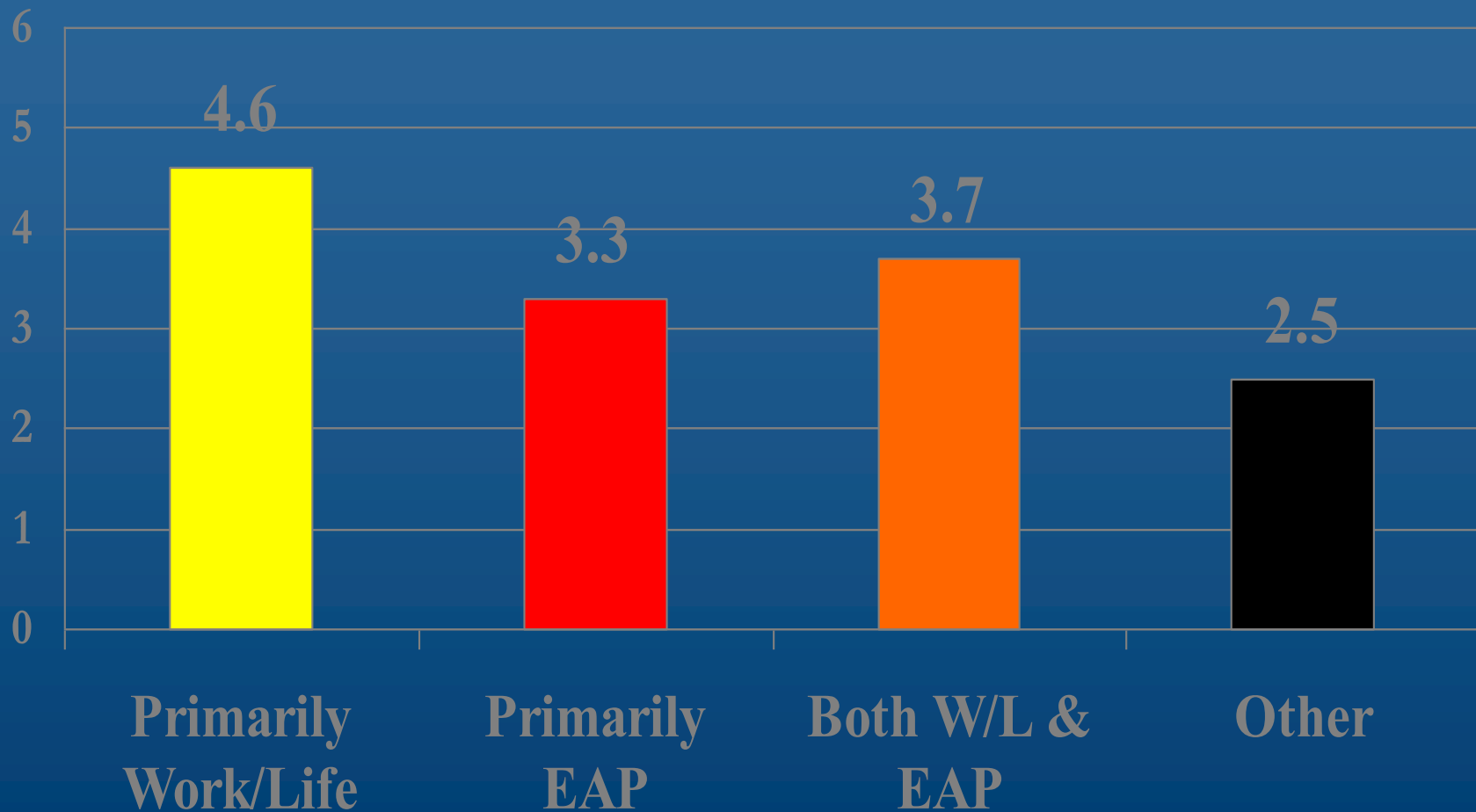
Factor 4: “Special” Services Offered *(Percentage of Total Sample Providing Service)*

- elder care initiative (70%)
- child care initiative (61%)
- convenience services (33%)
- internet counseling services (21%)
- internet information and resources (76%)
- program evaluation (81%)

Factor 4: Special Services

Average Number of Services Offered of 6 Possible

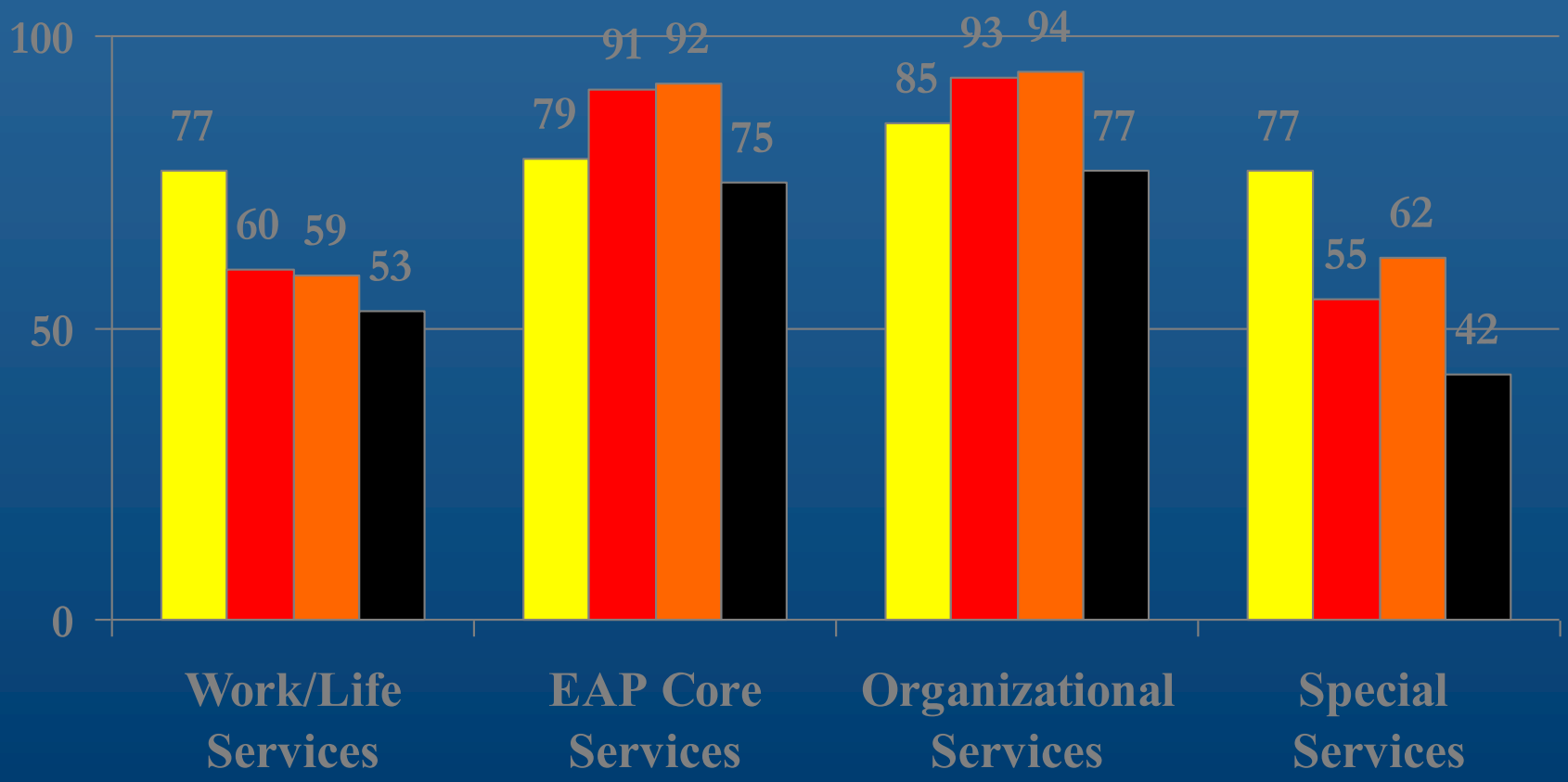
By Professional Group



Summary of Services Offered

(percentage of services offered for each factor- by professional group)

■ Primarily Work/Life ■ Primarily EAP ■ Both W/L & EAP ■ Other



Integration at the Provider Level

Internal Providers

N=433

- *About 1/2* are in organizations with both EAP and Work/Life services (of these, more than half are “integrated”)
- 52% of Internal EAP and 70% of Internal Work/Life programs also use external vendor services

External Providers

N=517

- *About 1/3* are a provider of both EAP and Work/Life services (either directly or subcontracted)
- 40% of External providers also partner with other EAP or Work/Life vendors for services

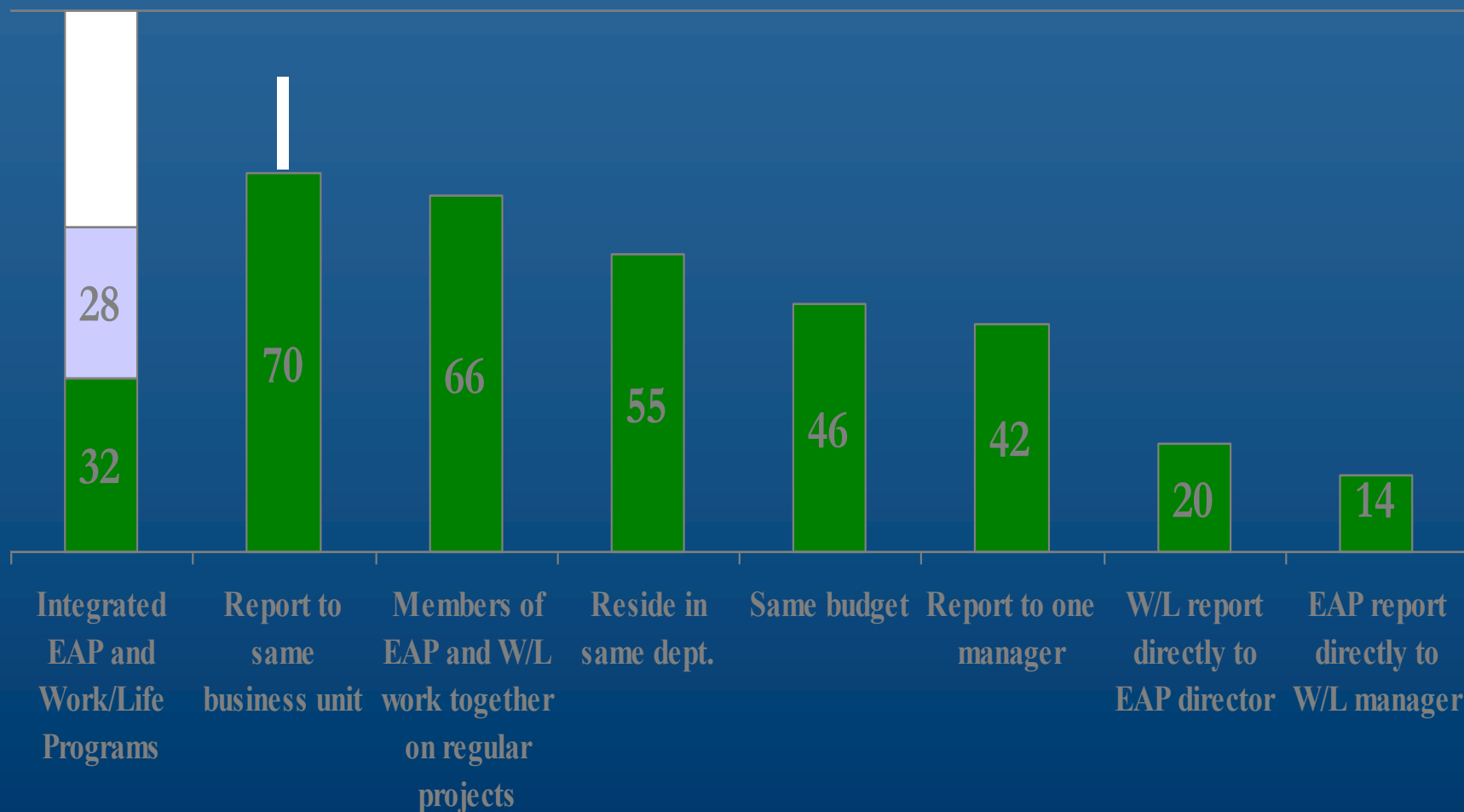
Key Finding #2

Integration at Service Level

- *There is significant integration of the kinds of services offered. Professionals in both EAP and Work/Life fields offer a majority of the services categorized as representing each field.*

Integration Questions for Organizations with both Internal EAP & Internal Work/Life Programs

■ % Yes ■ % Somewhat ■ % No



External Vendors

- 60% EAP Vendor
 - 5% Work/Life Vendor
 - 15% Vendor of both EAP and Work/Life
 - 18% EAP Vendor with Work/Life subcontracted
 - 1% Work/Life Vendor with EAP subcontracted
 - *Thus, about 1/3 of external vendors have dual offerings*
- “What percentage of your *customers* has an integrated EAP and Work/Life program?”
 - ◆ none = 45% of vendors
 - ◆ less than half = 38%
 - ◆ *more than half = 17%*

Key Finding

Integration at Provider Level

- *Evidence of internal programs and external providers offering both EAP and Work/Life products and also partnering with other external providers themselves or with customer's other EAP or Work/Life vendors*

Key Finding - #4

Integration at the Personal Level

- *Comments revealed ambivalence toward formal integration of EA and Work/Life programs with general theme that integration was more beneficial for employees and the company than for the professions*

Qualitative Themes

Too Many Vegetables in the Pot!

A House Divided Will Not Stand!

Keep Separate!

What is W/E?

Aren't they pretty much the same?

Core Technology
Core Technology

Advantages/Disadvantages of Integration

■ N=575 - 61%

◆ No Advantages 13%

◆ Better for Customer/
Employee 64%

◆ Advantages for
Company 25%

◆ Advantages for the
Profession 27%

■ N=505 - 53%

◆ No Disadvantages 16%

◆ Confusion for Employee
32%

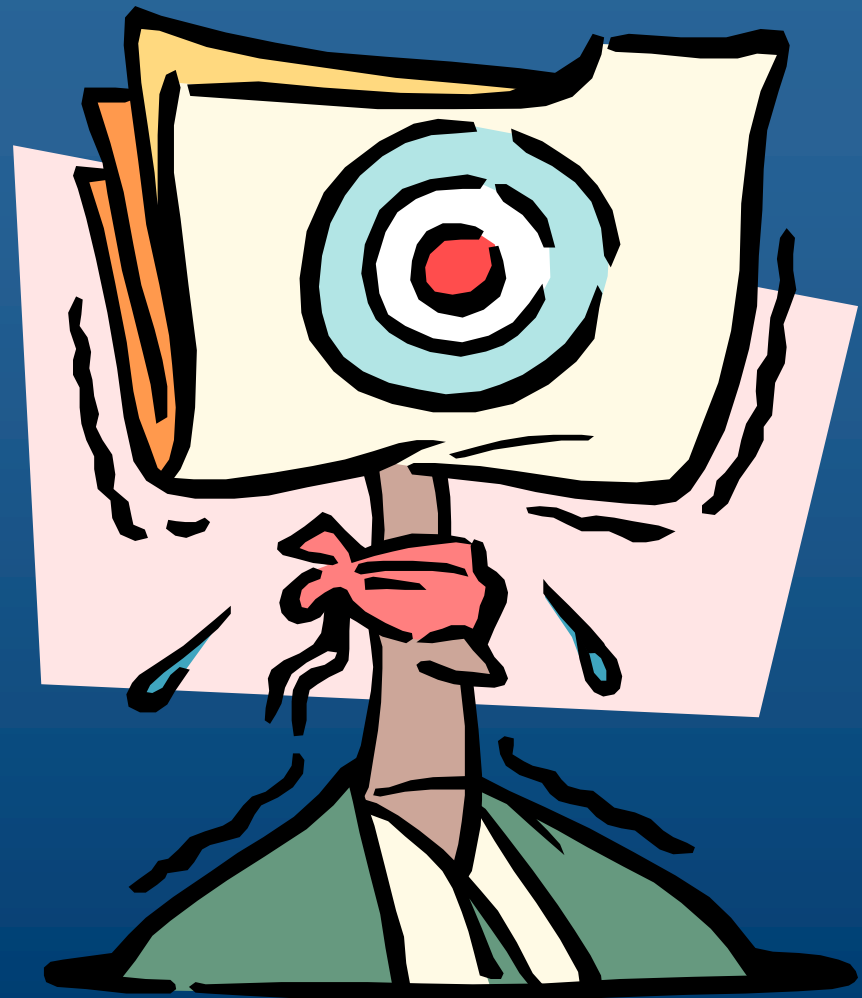
◆ Disadvantages for
Company 18%

◆ Disadvantages for the
Profession 40%

Differentiated EAP Services

■ Top Ten Responses

- ◆ Clinical Mental Health
- ◆ Chemical Dependency
- ◆ Assessment & F/U
- ◆ Supv consultation
- ◆ CISD
- ◆ Core Technology
- ◆ Management consultation
- ◆ Consultation to Work Organizations
- ◆ Training
- ◆ Confidential Aspects



Differentiated W/L Services



■ Top Ten Responses

- ◆ Adult/Elder/Child Care
- ◆ Convenience Services
- ◆ Flexible Work Arrangements
- ◆ Health Promotion
- ◆ Career Development
- ◆ Bank/Financial/Legal
- ◆ Resource Information
- ◆ Policy Development
- ◆ Counseling
- ◆ Human Resource Issues

*“Collaboration & Coordination - YES!
Assimilation & Integration - NO!”*

- ★ Support for Integration - 33%*
- ★ Not supportive of Integration - 17%*
- ★ Advice for the Field - 14%*
- ★ Questions - 23%*
- ★ Want more information - 20%*
- ★ Miscellaneous - 12%*

Questions & Answers