

# Employee Assistance Program Accreditation



**COUNCIL ON ACCREDITATION  
FOR CHILDREN AND FAMILY SERVICES**

# Outline



**History of COA**



**History of EASNA**



**COA & EASNA/Development of Standards**



**The Benefits and Costs of Accreditation**



**The Accreditation Process**



**Peer Reviewers and Team Leaders**



**Accreditation Today and Other Interesting Facts**



# History of COA



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# History of COA



- COA founded in 1977 by Child Welfare League of America (CWLA) and Family Service America (FSA).
- First site visit in April 1979.
- Accreditation program designed to promote organizational improvement.
- Standards developed that would meet or exceed the best practices of state, provincial, and federal licensing authorities.



# Mission Statement



*“To promote best practice standards, champion quality services for children, youth and families; and advocate for the value of accreditation.”*



# Accreditation of EAPs



- COA began accrediting EAPs in 1992. Currently, there are more than one hundred (100) EAPs that are COA accredited.
- Most EAPs that have been accredited under COA standards are a part of larger multi-service family and children organizations.



# History of EASNA



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# History of EASNA



- EASNA established in 1985.
- Professional association of individuals and organizations volunteering their time.
- Dedicated to professionalism and growth of the Employee Assistance field.
- International Membership.
- Equal Board representation from United States and Canada.



# Mission of EASNA



*“EASNA is an international association of individuals and organizations dedicated to the professionalism and growth of the Employee Assistance field. EASNA’s mission is to be a leader in the future of Employee Assistance by developing and promoting best practices through accreditation, a code of ethics, research, and education.”*



# Accreditation of EAPs



- 1988 Chicago Meeting.
- 1990 First Site Review.
- Standards revised three times.



# COA & EASNA/Standards Development



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# COA/EASNA Partnership



- Why Partnership?
  - Unable to manage process with increasing interest
  - Cost issues
  - Conflicts of interest
  - EASNA/COA compatibility
- New standards developed with expertise from both organizations and the EAP field.
- First application accepted November 1, 2000.
- First site visit conducted November 12, 2001.



# Development of the Standards



- Support for creation of standards from SAMHSA.
- Up to 28 Revisions before product completed.
- Combination of existing EASNA and COA EAP standards compiled by COA Standards Development department to create beta standards.
- Additional standards created (telephone counseling, on-line counseling, work-life, legal, and international).



# Development of the Standards



- Beta tested at five sites (EAP International, Bank of Montreal, Ceridian, HCFA, Magellan Behavioral Health).
- Input from Peers participating in beta reviews plus experts from other EAP groups.
- Opened for field comment.
- Released 1st Edition of *EAP Standards and Self-Study Manual* in August 2001.
- Continuously updating, revising, and creating new standards!



# The Benefits and Costs of Accreditation



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# Why Accreditation



- Establishes goals for organizational improvement.
- Accreditation provides an “external” validation that services and operations meet internationally accepted best practice standards... it’s the EAP field’s “seal of approval.”
- Protects the field and EAP core technology.
- Trend toward accreditation to reduce regulatory oversight roles.
- Protects the EAP against pressures to lower standards.



# Benefits of Accreditation



- Benefits for the EAP, consumer, and the host or client company.
- Builds consumer confidence.
- Stimulates performance improvement and program effectiveness.
- Ensures accountability with all stakeholders.
- Verifies that the EAP has met accepted standards of best practice.
- Identifies EAPs worthy of financial support.



# Benefits of Accreditation



- Provides evaluation of trends and patterns in performance.
- Provides comparative data against which companies can review their performance measures.
- Defines quality improvement opportunities and provides for the development of short and long-term goals and objectives.
- Provides marketing opportunities.
- Builds corporate confidence.



# Eligibility Requirements



- Model—Internal, External, Combined EAP.
- Provide at a minimum these core services:
  - Information and Referral, and Assessment and Referral
  - Critical Incident Stress Management
  - Employee Education and Outreach
  - Training to Supervisors, Managers, Human Resources and Union Representatives
  - Management/Supervisory Consultation
  - Follow-up Referrals
- Operate as a legal entity and be in operation for at least a one-year period of time.



# Accreditation Costs



- Initial application fee is \$600 (*first time only*).
- Accreditation fee is based on EAP gross income for externals or EAP budget for internals.
- Site review fees are \$1,600 per Peer Reviewer for 2 days and \$200 for each additional day.
- Additional fees on an individual organization basis.
- Membership with EASNA qualifies for discount in accreditation expenses.



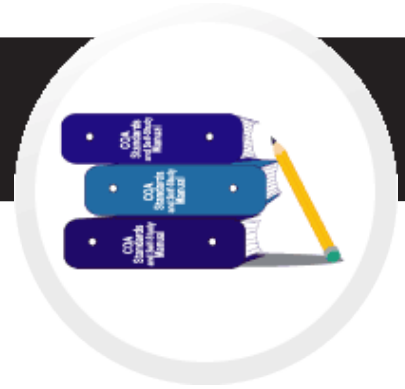
# Sample Accreditation Costs



EAP Revenue/Budget	Accreditation Fee
\$500,000	\$5,700
\$1,000,000	\$7,570
\$1,500,000	\$8,904
\$2,000,000	\$9,971
\$2,500,000	\$10,906
\$3,000,000	\$11,173
\$4,000,000	\$11,839
\$5,000,000	\$12,373
\$7,000,000	\$13,574
\$10,000,000	\$15,442
\$15,000,000	\$18,377
\$20,000,000	\$21,444
\$25,000,000	\$24,379
\$30,000,000	\$27,448
\$35,000,000	\$30,516
\$40,000,000	\$33,585
\$50,000,000	\$39,455
\$60,000,000	\$45,591
\$70,000,000	\$51,460
\$80,000,000	\$57,463
\$90,000,000	\$63,600
\$100,000,000	\$69,469



# Steps in the Process



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# Accreditation



- EAP completes application and returns it to COA.
- COA notifies organization and send agreement.



# Agreement



- An Accreditation Agreement is developed that outlines the details of the process for the EAP.
- COA establishes a timetable for completion of the self-study and for the on-site review.
- COA sends the *EAP Standards and Self-Study Manual*.
- EAP begins self-study process.



# Self-Study



- The self-study is a written document that the EAP submits to COA at least ten weeks prior to the site visit and to the Peer Reviewers assigned.
- A function of the self-study document is to provide a basis for the review team to evaluate the EAP's compliance with the EASNA/COA standards.



# Site Visit



- The site visit is a facilitative effort - not an audit.
- Peer team conducts interviews, makes observations of the facilities and operations, and reviews documents and charts.
- The site visit is the second major opportunity for the EAP to show compliance with the standards.
- Peer team finalizes ratings on-site and sends these to COA.



# PAR



- The Preliminary Accreditation Report (PAR) is a comprehensive report that documents the assignment of a “score” on each standard.
- EAP receives the PAR within 45 days of the Exit Meeting.
- EAP has 45 days from receipt of the PAR to respond to all out-of-compliance ratings.



# Accreditation Commission



- The Accreditation Commission is COA's volunteer decision-making body. They make the final accreditation decision.
- Commissioners are leaders in the EAP industry.
- The Commissioners are provided with a copy of the PAR and the EAP's response. To ensure objectivity, COA does not identify the EAP under review.



# Accreditation Decision



- The Accreditation Commissioners must vote unanimously on the accreditation decision for an EAP.
- The Accreditation Commission reaches its decision by determining the EAP's compliance with the COA Weighting System.



# Maintenance of Accreditation



- Maintenance of Accreditation (MOA)
  - Completion of the MOA report.
  - Yearly MOA fee.
  - Random site visits (at COA's expense) to monitor compliance.



# Reaccreditation



- Reaccreditation
  - Accreditation is good for four years.
  - COA notifies EAP in advance of reaccreditation.
  - No application fee but all else remains the same – cycle continues with the agreement phase.



# Peer Reviewers & Team Leaders



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# Who Are Peer Reviewers



- Skilled, trained volunteers, senior management, people with extensive EAP experience.
- Facilitators in the accreditation process.
- Must sign the COA confidentiality agreement and Peer Reviewer Code of Conduct.
- Required to attend refresher trainings.
- Continuing eligibility determined by peer evaluations.
- An EAP can reject a peer reviewer if there is a perceived conflict of interest.



# Peer Reviewer Tasks



- Reading
- Observing
- Interviewing
- Assessing
- Communicating
- Reporting
- Evaluating

***NOTE:** Assurances will be made so that the company self-study will be appropriately destroyed at the end of the accreditation process.*



# Team Leader Tasks



- Responsible for management of the process.
- Serves as liaison between company and the team.
- Establishes the on-site agenda for the review.
- Assigns sections to Peer Reviewers.
- Supervises and mentors Peers.
- Coordinates travel arrangements.
- Informs COA of any problems.
- Leads the Entrance and Exit Meetings.
- Prepares and mails the PAR to COA.



# Peer Reviewer Trainings



COA's two-day EAP Peer Reviewer training sessions include a comprehensive review of the accreditation process; the role and responsibilities of Peer Reviewers; and a thorough review of the EAP best practice standards.

## PEER REVIEWER TRAINING DATES

February 14-15, 2002

New York, NY

May 5-6, 2002

Quebec City, QC



# Accreditation Today



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# Accreditation Today



- Applications for accreditation – 10
  - 3 Canadian, 7 United States
- Accreditations in process – 7
  - 3 Canadian, 4 United States
  - Those in process represent large and small; external and internal; international, national, regional, and local; some provide a whole array of EAP services and some the core services.
- Future application projections for 2002 – 20 - 25
  - Expect this to include a wide range of EAPs.



# Accreditation Today



- Standards development – public EAPs/ consortiums, student assistance and member assistance programs, integrated EAPs
  - Support from SAMHSA
- Data collection and development of benchmarks for the EAP community
- Inclusion of accreditation in private and public RFPs, trainings, contract bid proposals, etc.
  - Already happens in Canada.
  - Management/HR organizations are instructing companies to look for accredited EAPs.



# Questions



- How will accreditation affect internal EAPs?
- How will accreditation affect smaller EAPs/Managed Care organizations? Will larger EAPs have more of an advantage due to cost and other factors?
- Why haven't we heard much about accreditation until now?
- What are the benefits?
- Other questions?



# Thank You!



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