

ASSESS YOUR EMPLOYEE ASSISTANCE PROGRAM & EAP PROVIDER

**IS YOUR EAP EFFECTIVE OR IS IT WATERED
DOWN?**

**DO YOU KNOW WHAT CONSTITUTES A
CASE/USER AND DO YOU HAVE A WAY TO BE
ASSURED THAT THE USERS ARE YOUR
EMPLOYEES?**

**WHAT IS THE RELATIONSHIP BETWEEN YOUR
EAP AND YOUR MENTAL HEALTH DISABILITY
CLAIMS?**

ASSESS YOUR EMPLOYEE ASSISTANCE PROGRAM AND EAP PROVIDER

- MANY TIMES ONCE A PROGRAM IS IMPLEMENTED – IT IS LEFT ON IT'S OWN AND THE CORPORATION/ORGANIZATION IS ONTO OTHER PROGRAMS TO IMPLEMENT
- BUT ANY PROGRAM NEEDS TO BE REEVALUATED PERIODICALLY
- EAP IS NO EXCEPTION – THROUGH 7 DIFFERENT CASES I WILL GIVE YOU VIVID EXAMPLES OF WHERE AN EAP CAN GO ASTRAY
- EAPS ARE ESPECIALLY DIFFICULT TO ASSESS FOR THREE MAJOR REASONS:
- THEY ARE SHROUDED IN CONFIDENTIALITY AND CONFIDENTIALITY IS BROUGHT UP AS SOON AS SERIOUS QUESTIONS ARE ASKED
- YOU TEND TO TAKE EVERYTHING AT FACE VALUE BECAUSE EAPS SAY THEY ARE STAFFED BY PROFESSIONALS AND THEY GIVE YOU THE APPEARANCE OF KNOWING MORE THAN YOU
- IT IS DIFFICULT TO CONFRONT PROFESSIONALS – YOU ASSUME THEY ARE PUTTING THEIR BEST FOOT FORWARD
- BUT TODAY, EAPS NEED TO BE CLOSELY EVALUATED AND MONITORED:
- THEY HAVE MOVED FROM PERSONALIZED ONE PERSON AND FAMILY OWNED BUSINESSES TO IMPERSONALIZED LARGER COPORATIONS WITH SHAREHOLDERS WHO NEED TO SEE A RETURN ON THEIR INVESTMENTS AT A MUCH GREATER RATE THAN BEFORE AND THEREFORE THEY CAN :
- CUT CORNERS ,
- OFFER CHEAPER SERVICES.
- COUNT USAGE DIFFERENTLY THAN YOU THINK,
- HIRE LOW PRICED COUNSELLORS

- I WILL ALSO GIVE YOU SOME THOUGHTS ON YOUR MENTAL HEALTH DISABILITY CLAIMS

CASE # 1

MENTAL HEALTH PROBLEMS KNOW NO BOUNDARIES

- **PROBLEM:** SENIOR MANAGEMENT NOT ACCESSING EAP SERVICES
- **SOLUTION:** TWO SEPARATE EAP SERVICES CONTRACTED
- **FOLLOW-UP:** PROPORTIONS AMONG SENIOR MANAGEMENT AND GENERAL EMPLOYEE BASE NOW SIMILAR

CASE # 2

OF SESSIONS PER CASE

- **PROBLEM:** TOO MANY ONE SESSIONS & TOO MANY EARLY REFERRALS & FEW FOLLOW-UPS
- **SOLUTION:** NEXT CONTRACT WAS WITH AN ASSESSMENT & REFERRAL EAP PLUS A PROFESSIONAL COUNSELLOR REIMBURSEMENT BENEFIT PLAN
- **FOLLOW-UP:** BETTER MATCHING OF EMPLOYEE PROBLEMS & COUNSELLOR EXPERTNESS, BETTER COUNSELLING TO PROBLEM-RESOLUTION, HIGHER LEVEL OF SATISFACTION FOR BOTH EMPLOYEE & EMPLOYER

CASE # 3

MATCHING OF CLIENT AND COUNSELLOR CRITICAL INGREDIENT FOR SUCCESS

- **PROBLEM:** EMPLOYEES ACCESSING EAP HAD NO CHOICE, NO MATCHING
- **SOLUTION:** EAP PROVIDER PUT ON PROBATION WITH CLEAR COMMITMENT TO FEEDBACK AND CHANGE OF COUNSELLOR IF REQUESTED INCLUDING CHANGE HOTLINE
- **FOLLOW-UP:** IN PROCESS, WITH MONTHLY CHECK ON # OF ONE SESSIONS, USE OF CHANGE HOTLINE AND STAGED USERS FEEDBACK

Case # 4

EAP PROVIDER OFFERED THE KITCHEN SINK

RESULTING IN HIGH USAGE & HIGH COSTS TO THE EMPLOYER

- **PROBLEM:** EXTRA SERVICES WERE INCLUDED IN USAGE DETERMINATION CHARGED TO EMPLOYER AT SAME RATE AS MENTAL HEALTH COUNSELLING
- **SOLUTION:** EAP PROVIDER UNBUNDLED SERVICES AND PASSED ON ONLY REAL COSTS PLUS OPERATING AND PROFIT TO EMPLOYER
- **FOLLOW-UP:** SOME SERVICES & MODALITIES DROPPED BY EMPLOYER; EAP PRICING DROPPED DUE TO UNBUNDLING. OVERALL EAP COSTING DROPPED DRAMATICALLY

CASE # 5

UNUSUALLY HIGH USAGE REPORTED EACH YEAR

- PROBLEM: UNCLEAR DEFINITION OF WHAT CONSTITUTES A CASE/USER
- SOLUTION: SUBSEQUENT CONTRACT SPECIFIED NOT ONLY WHAT CONSTITUTED A CASE/USER BUT ALSO WHAT DOES NOT
- FOLLOW-UP: IN PROCESS. EAP PROVIDER WAS TOLD THERE WOULD BE A USER/CASE AUDIT TO ENSURE CONTRACT DEFINITION OF USER/CASE WAS FOLLOWED. REPORTED USAGE LOWER BUT TOO EARLY TO TELL

WHAT DOES YOUR EAP PROVIDER COUNT AS A USER? DO YOU KNOW?

- A 5 – 10 MINUTE TELEPHONE INFORMATION SESSION
- A BRIEF TELEPHONE COUNSELLING SESSION
- SIMPLE REFERRAL OVER THE TELEPHONE
- ON-LINE E-MAIL CONTACTS AND DISCUSSIONS
- ON-LINE COUNSELLING SESSIONS
- EACH VISIT TO EAP PROVIDER WEBSITE OR APP
- EACH PARTICIPANT IN AN ON-SITE SEMINAR OR WEBINAIR
- FINALLY, WHERE IT ALL STARTED – FACE TO FACE COUNSELLING SESSIONS AND EVEN HERE - USER PROBLEMS OCCUR:
 - REPEAT USERS WITH SAME PROBLEM - NEW CASE OPENED FOR EACH AND EVERY PROBLEM EVEN IF PROBLEMS INTERRELATED – FOLLOW-UPS - MANAGEMENT CONSULTS

CASE # 6

CONFIDENTIALITY DISGUISES USAGE

- **PROBLEM:** EMPLOYER WAS BEING BILLED FOR USAGE EACH YEAR AND EMPLOYER HAD NO WAY OF CONFIRMING NUMBERS DIRECTLY WITH EAP PROVIDER
- **SOLUTION:** EAP PROVIDER TOLD TO REVISE USER INFORMATION RELEASE DOCUMENT TO ALLOW A THIRD-PARTY AUDITOR TO REVIEW LIST OF USERS WITH EMPLOYEE LIST. ADDENDUM MADE TO CONTRACT AND INCLUDED IN ALL FUTURE CONTRACTS
- **FOLLOW-UP:** EAP PROVIDER WAS TOLD THERE WOULD BE A NUMERICAL AUDIT FROM TIME TO TIME WITHOUT SPECIFIC TIME FRAMES. SO FAR USAGE AND PRICING LOWER BY 9%

CASE # 7

EAP SERVICES & MENTAL HEALTH DISABILITY CLAIMS

- **PROBLEM:** EAPs CLAIM TO REDUCE MENTAL HEALTH DISABILITY CLAIMS & COSTS YET DISABILITY CLAIMS & COSTS INCREASING.
- **SOLUTION:** STILL IN PROCESS. LOOKING AT WHETHER EMPLOYEES APPLYING FOR OR ON MH DISABILITY USED EAP SERVICES PRIOR TO APPLYING FOR OR ON MH DISABILITY
- **FOLLOW-UP:** IF USED EAP THEN WHY DIDN'T EAP HELP? IF DID NOT USE EAP HOW TO GET THE APPROPRIATE EMPLOYEES INTO EAP?