MODULE 5: PLANNING AND NEGOTIATING EAP SERVICES

Employee Assistance Programs (EAPs) differ in the services they provide, how they are structured, and how they are priced. Remember, an effective EAP serves two clients:

- the employee needing help to resolve or manage a personal issue that is or could impact their work performance; and
- the employer, needing support to manage employee performance issues caused by personal issues.

In selecting an EAP, then, companies need to be critical shoppers to assure their needs and the needs of their employees are met efficiently and effectively. Utilize this list to research and/or interview potential EAP providers:

Administrative/Organizational Information

- Length of time in business:
- Licensing/accreditation standards:
- Billing procedures:
- Relationships with other companies or lines of business (e.g., insurance/managed care, HR consultation):
- Other information:

Scheduling/Accessibility

- Primary Location:
- Satellite location(s):
- National network of counselors:
- Handicap accessibility:
- Hours of Operation:
- 24-Hour Crisis/Emergency Services (e.g., phone, text):
- Average and guaranteed time between initial call and intake appointment:
- Average and guaranteed time between intake appointment and first session with counselor:
- Other information:

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Clinical Staff

- Licenses or certifications to assess and treat substance use disorders:
- Diversity (e.g., race, age, gender, language):
- Other specialized areas of expertise:
- Other information:

Clinical Services

- Clinical alcohol/drug assessment (e.g., process, number of sessions, role of drug testing in assessment):
- Brief counseling (e.g., number of session):
- Referral to other services/professionals to address specific issues beyond scope of EAP:
- Department of Transportation (DOT) assessments with Substance Abuse Professional (SAP):
- Emergency intervention and critical incident debriefing and management for workplace trauma (e.g., violence, accidental death):
- Drug and alcohol testing:
- Other clinical services/information:

Non-Clinical Services

- Education for those assessed (for a substance use disorder) but not needing treatment:
- Alcohol, tobacco and other drug prevention services:
- Wellness and health promotion:
- Services/information via website:

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- Services/information via mobile app:
- Materials and frequency of promoting EAP services (e.g., flyers, posters, newsletters, brochures):
- Employee orientation to services:
- Supervisor training on how to refer:
- Utilization reports (e.g., frequency, contents):
- Other services/information (e.g., mental/behavioral health, legal, child or elder care, financial):

Case Management (*particularly with mandatory referrals following policy/program violation)*

- Proactive, routine progress reports:
- Return-to-duty recommendations:
- Testing prior to return-to-duty recommendations:
- Follow-up testing recommendations:

Pricing

- Options (e.g., capitated [per employee/problem/year], fee-for-service):
- Cost:

Together Arkansas, including the course and these resource materials, has been developed to raise awareness with businesses about how to respond to the risks associated with the misuse of opioids and other drugs. The content is meant for educational purposes only and not for the purpose of providing legal advice or replacing the work needed to develop a responsible drug-free workplace policy and program. As such, it should not be used as a substitute for consultation with a legal professional or other competent advisor. If you have questions about this course or the information presented here, please reach out Contact@TogetherArkansas.com.

To view the other modules in this course, visit www.TogetherArkansas.com.

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