

EAPS ARE EFFECTIVE AND EFFICIENT AND DECISION-MAKING IS EVIDENCED-BASED (6/21/06)

Topics:

1. Programs, policies and procedures that support efficiency and effectiveness.
2. The impact of evidence-based practices on program practices.
3. Collection and use of data/evaluations/audits.
4. Utilization of EAP services.
5. Waste of resources.

Purpose/Concern:

1. Evaluations and audits shall demonstrate the EAP's effectiveness, high client satisfaction, and appropriateness of services.
2. EAPs shall have management information systems and other data collection methods that assure availability of information to assess effectiveness and efficiency.
3. EAPs manage their human, program, and physical resources in ways that minimize waste and optimize access to services.
4. Clients and organizations receive services that are based on the best available knowledge and practices.
5. The quality and comprehensiveness of services does not vary because of factors such as location and choice of practitioner.
6. Individuals and organizations that have a need for EAP services are using the EAP.

Source of Data/How Measured?

1. Client/User Data (8 questions for satisfaction survey):
 - I am satisfied with the services I received at the EAP.
 - If I had other choices, I would still get services from this EAP.
 - I would recommend this EAP to a co-worker.
 - As a direct result of the EAP services I received, I deal more effectively with daily concerns.
 - As a direct result of the EAP services I received, I am better able to deal with crises.
 - As a direct result of the EAP services I received, I am getting along better with my family.
 - As a direct result of the EAP services I received, I do better in social situations.
 - As a direct result of the EAP services I received, I do better at work.
2. EAP Data (19 questions for survey):
 - In the last 12 months, what was the **employee** utilization rate?

- In the last 12 months, what was the number of “**information only**” contacts?
- In the last 12 months, what was the number of **participants in EAP-sponsored support groups, workshops, and educational programs**?
- In the last 12 months, what was the **utilization rate by non-employees** (such as family members)?
- In the last 12 months, what was the **participation in on-line services**?
- In the last 12 months, what was the ratio of **alcohol/drug cases**?
- In the last 12 months, what was the **supervisor referral** ratio?
- Do the **demographic characteristics** of the opened employee cases (i.e. gender, age, ethnicity, grade level) reflect that of the eligible employee population?
- Of all cases that were opened in this reporting year, what was the **average number of times they met with an EAP counselor**?
- Do you regularly conduct evaluations, quality assurance audits, and/or other reviews to assess the effectiveness of the EAP?
- How do you integrate the findings and recommendations of program reviews to improve the effectiveness and efficiency of the EAP?
- How do you determine the correct ratio of staff for this organization?
- How do evaluate referral resources/insurance plans and assure that information on them is up-to-date?
- How do you incorporate new technology and new EAP information into the practices of this EAP?
- Do you provide the host agency with regular statistical reports that include client demographic data, outcomes, call/abandonment rates, outreach efforts, etc.?
- How do you regularly evaluate the competency of EAP counselors, including affiliates?
- How do you assure the credentialing of EAP staff?
- Do you have policies delineating the required credentials for EAP staff?
- The EAP has a management information system that is capable of supporting its operations, planning, and evaluation activities.

3. Purchaser/EAP Liaison/Agency Data (5 questions for survey):

- Evaluations and audits of the EAP indicate that there are positive work performance outcomes (such as reduced leave usage, reduced turnover, lowered insurance expenditures, etc.) for this organization.

- This organization is satisfied with the services being provided by the EAP.
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