

## **CLIENTS ARE THE SOURCE OF CONTROL (5/16/06)**

### **Topics:**

1. Decisions about care/services.
2. On-going relationships between clients, host organizations, and key organizational units.
3. Responsibility for decisions.
4. Voluntary services.

### **Purpose/Concern:**

1. Clients (individuals and organizations) make final decisions about the design and delivery of their care and services.
2. EAPs collaborate with clients regarding decision making.
3. Clients are empowered to take control of their care.
4. EAPs support clients in making decisions.
5. There are on-going partnerships with key organizational units such as unions, EEO, human resources, medical/health and work/life.
6. EAPs facilitate compromises when there are conflicts between decisions made by individual clients and those made by host organizations.

### **Source of Data/How Measured?**

1. Client/User Data (6 questions for satisfaction survey):
  - I, not staff, decided my goals and plans with the EAP.
  - The EAP empowered me to make decisions about my care and services.
  - I visited the EAP voluntarily.
  - The EAP partnered with me about decisions related to my care and services.
  - I had the information and guidance I needed to make decisions about my care and services.
  - If I needed a referral to another facility, I was given choices about which to consider.
2. EAP Data (7 questions for survey):
  - This EAP has procedures and policies regarding the voluntary nature of the program.
  - How do you assure these procedures are being followed?
  - How are these policies and procedures communicated?
  - This EAP collaborates with clients (both individual and organization) to help them make decisions about the design and delivery of their care and services.

- This EAP has on-going partnerships with key organizational units such as unions, EEO, human resources, medical/health, and work/life.
- How do you assure these units are part of the decision-making process?
- This EAP regularly consults with the host agency to determine whether there are developments that may impact employee well-being.

3. Purchaser/EAP Liaison/Agency Data (6 questions for survey):

- I feel I have all the information I need to make informed decisions about this EAP.
- The EAP collaborates with this organization to make decisions about EAP operations and services.
- I feel I am in control of the decisions made regarding the EAP.
- The EAP involves key units in this organization in its decisions about the program.
- The EAP shares its subject matter expertise with this organization so that we can make informed decisions.
- Participation in the EAP is always voluntary.