

EAPS CUSTOMIZE PROGRAMS TO MEET NEEDS AND RESPECT VALUES (5/16/06)

Topics:

1. Programs, policies and procedures that reflect customization.
2. Perceived respect for client needs and values.

Purpose/Concern:

1. Persons/organizations receive individualized services that meet their needs and respect their values, preferences, and strengths.
2. EAPs have policies, procedures, and tools in place that have been individualized to meet the needs, preferences, values, and strengths of host organizations.
3. EAPs have policies, procedures, and tools in place which assure information is gathered on client needs, preferences, values, and strengths.
4. Persons/organizations receiving assistance have the experience and perception that their services were customized.

Source of Data/How Measured?

1. Client/User Data (3 questions for satisfaction survey):
 - My needs and preferences were considered when I met with the EAP.
 - EAP staff treated me with respect regarding my cultural background (such as race, ethnicity, religion, language, age, sexual orientation).
 - I was treated with dignity and respect by the EAP staff.
2. EAP Data (5 questions for survey):
 - Were the EAP policies and procedures customized for the host organization?
 - Do EAP policies and procedures consider and reflect the unique preferences, history, and culture of the host organization?
 - How does the EAP assure that these things are considered (ex. Advisory Committees, etc.)?
 - Are EAP services (such as counseling, training, education, and outreach) designed to address/consider the unique preferences, needs, culture, and history of the organization and its employees?
 - Do EAP assessment tools gather information on values, preferences, culture, history, and strengths?
3. Purchaser/EAP Liaison/Agency Data (4 questions for survey):

- EAP staff consulted with the appropriate people in this organization in order to assess its history, values, culture, structure, and strengths.
- EAP services were customized to meet this organization's history, preferences, values, preferences, culture, needs, and strengths.
- This organization's most commonly needed services are available through the EAP.
- This organization has an EAP advisory body.