

EAPS ARE EQUITABLE (5/16/06)

Topics:

1. Equity in delivery of services.
2. Program philosophy.

Purpose/Concern:

1. To the extent possible, access to and quality of care provided by the EAP do not vary because of client or organizational characteristics including ethnicity, age, gender, religion, sexual orientation, disability, diagnosis, geographic location, socioeconomic status, legal status, and type of employment.
2. EAP philosophy, policies, literature and other outreach mechanisms support equity.
3. Diversity is understood by all EAP staff.
4. To the extent possible and when requested, EAP staff characteristics align with the cultural characteristics of clients.

Source of Data/How Measured?

1. Client/User Data (3 questions for satisfaction survey):
 - Staff respected my cultural and ethnic background.
 - I had no trouble using the EAP because of my physical limitations.
 - My cultural and ethnic background made no difference in the services I received from the EAP.
2. EAP Data (9 questions for survey):
 - All EAP facilities meet the needs of individuals with physical disabilities.
 - This EAP has policies and procedures regarding the assignment of staff to align with the cultural and ethnic characteristics of the covered population.
 - How do you assure that EAP services do not vary because of client or organizational characteristics such as ethnicity, age, gender, religion, location, etc?
 - When disparities are identified, how are they resolved?
 - Are clients satisfied with the EAP's handling of equity issues?
 - Do the EAP's policies, literature, and outreach strategies support the ideas of equity and diversity?
 - How does the EAP assure its staff properly understand equity and diversity matters?
 - Does this EAP collect data that would indicate utilization issues by various groups?

- EAP policies and procedures prohibit discrimination in service delivery.

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

- EAP literature, policies, outreach, and philosophies support the concepts of equity and diversity.
- The EAP staff understands equity and diversity.
- EAP services do not vary because of client or organizational characteristics such as location, gender, age, diagnosis, sexual orientation, legal status, etc.