Transforming Federal EAPs

Strategies for Working with Senior Management and Decision Makers Committee

Meeting Summary: 5/31/'06

I: Introduction

An employee assistance program (EAP) is a worksite-based program designed to assist (1) work organizations in addressing productivity issues and (2) "employee clients" in identifying and resolving individual, departmental and organizational concerns as well as the inter-relationships between these entities.

(Source: Employee Assistance Professionals Association)

Given the above, we support the
- Mission
- Vision
- Goals & Objectives

of our agencies and engage in strategies to communicate the value of EAP services to agency senior management and decision-makers.

II: Key Factors

- To effectively influence our senior management and decision-makers about the critical value of the EAP to the agency. As Employee Assistance Professionals, we are aware of the strategic importance of:

1. Understanding Agency Culture, Climate and Organizational Language.
2. Organizational Placement of EAP Within Our Agency
3. Physical Location of the EAP
4. Offsite/Onsite Office
5. Employee or Contractor Status

III: EAP Core Services and Functions for Employees

Employee Assistance Professionals:

1. Provide confidential and timely problem identification/assessment services for employee at any level of the organization clients with personal concerns that may affect job performance.

2. Use constructive intervention (confrontation, motivation and education) with clients to address problems that affect job performance.

3. Refer clients for diagnosis, treatment, and other assistance while providing case monitoring and follow-up services.

IV: EAP Core Services and Functions for Agencies

Employee Assistance Professionals view the "agency as client" with the EAP positively impacting the productivity and well-being of the whole agency by its individual, team and organizational services.

1. We assist with any HR Issue Where Performance/Productivity is Addressed and the EAP has delivered a benefit.

2. We engage in Committee Work: The EAP has a "Place at the Table" for various initiatives including:

   a. Continuation of Operations in Place (COOP) plans
   b. Leadership Development initiatives
   c. HR and Human Capital initiatives
   d. Organizational change issues including A-76 studies or BRAC initiative
   e. Safety and Medical initiatives

3. We consult, train and assist agency leadership (managers, supervisors and union stewards) seeking to assist employees, enhance the work environment, improve job performance and outreach to and education of employees and their family members about availability of EAP services.

4. We identify and consult with external treatment and other service providers to whom we refer clients.

5. On behalf of our clients, we advocate the availability of and client access to benefits that impact the health and well-being of agency employees and family members including but not limited to alcohol and drug concerns and mental and emotional disorders.

V. Strategies for Influencing Decision-Makers and Senior Management

Based on the preceding beliefs and practices, as Employee Assistance Professionals, we:

1. **Understand Our Agency and its Mission/Vision, Culture, Goals & Objectives**

2. **Know Our Agency's Key Decision-Makers and Senior Management Staff**

3. **Create Partnerships and Collaborative Relationships with:**

(What Impacts One Area of the Agency
Impacts the Entire Agency)

5. Reframe the Promotional/Marketing Aspects of the EAP.
To better reflect the enhanced value of the program, core functions and the innovative consulting/training services including:
▪ Written Materials (Eg> wording; "consultation vs. counseling")
▪ Logo
▪ Videos, CDs
▪ Website Presence, Design and Message

6.Re-design Reports
1. Focus on Value to Entire Agency
2. Demonstrate ROI/Measurable Results
3. Anecdotal Information to Illustrate Successes
4. Detail Impact/Outcomes on:
- Work Teams
- Employees and Families
- Managers and Supervisors
- Departments

- Operating Divisions
- Special Populations/Events