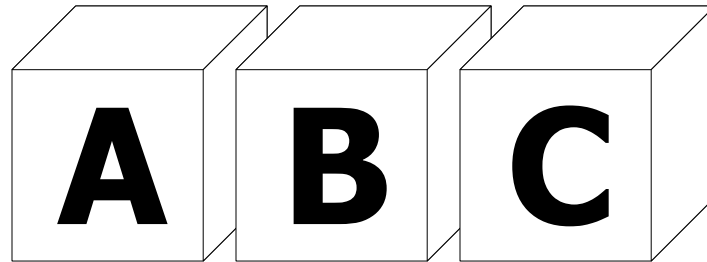

The



of EAP

Services SETA EAP Conference

5 June 2003

Overview

- The Past, Present & Future of EAP
- Defining EAP
- Models of EAP
- International & Local Trends in EAP
- The EAP Association - *Glocally*
- EAP in South Africa
- EAP within the "Labour" & "Law" Context

EMPOWERING Services SETA MEMBERS

Helping YOU make a more
informed decision about EAP

THE BIRTH OF EAP

- Economic Impact of Poor Productivity
- Substance Abuse - OAP's
- Changing World - Global Competition/ Technology
- Accountability & Measurability
- Several Philosophies - Purest Vs Integrated etc...
- Diverse range of EAP Options

Historical Overview

<u>Period</u>	Alcohol Programm 1940-70	Early EAP's 1970's	Modern EAP's 1980's	Managed Care/EAP 1990's
<u>Problems</u>	Alcohol	Alcohol	Personal Problems/ Performance	Range of Personal & Family
<u>Referral</u>	Co-worker Supervisor	Super -visor	Self/ Supervisor	Self
<u>Indication</u>	Alcohol Symptoms	Job Performance	Performance Personal	Personal/ Family
<u>Solution</u>	Program Support/ Self Help	Residential Treatment	Residential/ Community referral	In-house EAP/ Outsourced EAP

Core Definition (1988-1991, Roman & Blum)

■ Effective Liaison with “Management”:

- Identifying Problems
- Consultation & Referral
- Intervention

■ Effective Liaison with “Benefits”:

- Network of Service Points
- Service Providers & EA Practitioners
- Personal Problems affecting Performance

■ Effective Assessment & Referral

EAPA (1990; EAPA Standards)

“...a worksite based program designed to assist in the identification & resolution of productivity problems associated employees impaired by personal concerns, including but not limited to: health, marital, family, financial, drug, legal, emotional, stress, or other personal concerns which may affect employee job performance”

The Economic Disposition

- 1989 Mental Illness & Drug Abuse cost the US \$105 Billion
- Between \$70 - \$ 75 Billion Annually
- Effective EAP's have demonstrated a R3 - R7 Return on Every Rand Invested
- EAPS have the highest impact on absenteeism than any other workplace intervention

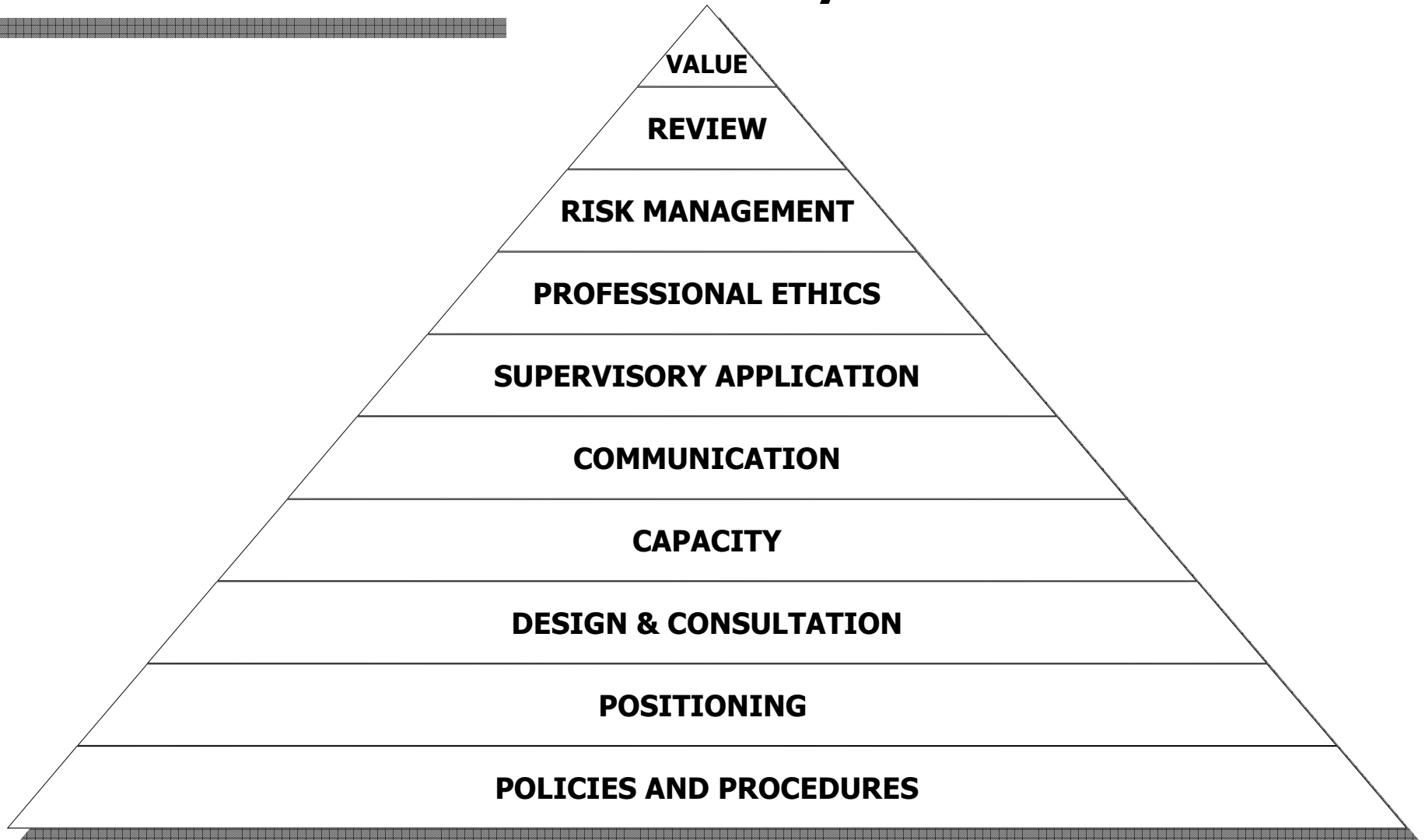
MENU OF EAP MODELS

- Lay Assessment & Referral Approach
- Centralised Limited Assessment & Referral
- Professional Assessment, Referral & Situational Counselling
- Full Service EAP Model
- “Mega Brush” Programs
- Present & Future Models?


Service Delivery

- **INTERNAL EAPs**
- **EXTERNAL CONTRACTED PROGRAMS**
- **COMBINED**
- **CONSORTIA**

EAP Elements Pyramid

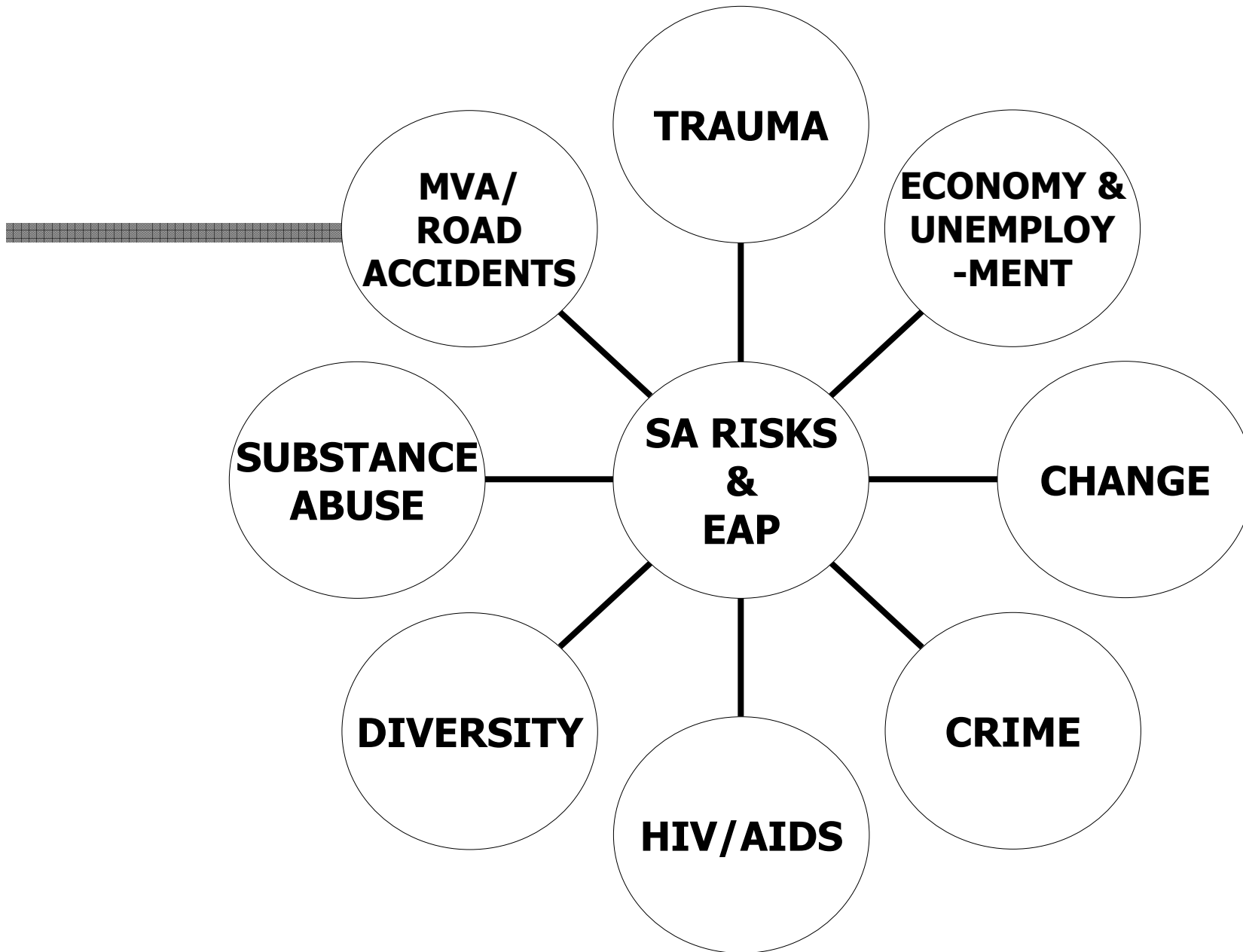


EAPA

- 
- EAPA SA governing the Profession
 - Ethics & Standards of the Profession
 - Local & Global Expertise
 - Partnerships
 - Representation
 - Accreditation

The SA Response to EAP

- **Growing Awareness of the benefits**
- **Representation & Misrepresentation**
- **Need**
- **Demand**
- **Bridging the GAP**
- **The EAP Relationship and the LAW...**



**MVA/
ROAD
ACCIDENTS**

TRAUMA

**ECONOMY &
UNEMPLOY-
MENT**

**SUBSTANCE
ABUSE**

**SA RISKS
&
EAP**

CHANGE

DIVERSITY

CRIME

HIV/AIDS

EAP & SA LAW

- **Promote Regulatory Compliance**
- **Manage & Increase Capacity**
- **Enhance Good Practice**
- **Promote Good Corporate Governance**
- **Rehabilitate**
- **Prevent unfair dismissals**

Conclusion

“South Africa has an opportunity to manage its unique and severe challenges through the vehicle of a sound and effective EAP, and in so doing could market an unprecedented and exceedingly progressive model of Employee Assistance”



**THANK
YOU**