



## **EMPLOYEE ASSISTANCE PROGRAM CORE TECHNOLOGY**

“EAP core technology” represents the essential components of the employee assistance profession. These components combine to create a unique approach to addressing work organization productivity issues and “employee client” personal concerns affecting job performance and ability to perform on the job. The EAP Core Technology consists of the following:

1. Consultation with, training of, and assistance to work organization leadership (managers, supervisors, and union stewards) seeking to manage the troubled employee, enhance the work environment, and improve employee job performance, and outreach to and education of employees and their family members about availability of EAP services
2. Confidential and timely problem identification/assessment services for employee clients with personal concerns that may affect job performance
3. Use of constructive confrontation, motivation, and short-term intervention with employee clients to address problems that affect job performance
4. Referral of employee clients for diagnosis, treatment, and assistance, plus case monitoring and follow-up services
5. Consultation to work organizations in establishing and maintaining effective relations with treatment and other service providers and in managing provider contracts
6. Consultation to work organizations to encourage availability of, and employee access to, health benefits covering medical and behavioral problems, including but not limited to alcoholism, drug abuse, and mental and emotional disorders
7. Identification of the effects of EAP services on the work organization and individual job performance