



CARE's WorkLife Solutions

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CARE's WorkLife Solutions Services to Employers

EAP services — like the service provided by CARE's WLS— have come a long way since their origins five decades ago. The first EAPs offered assessment and referral only; an EAP professional would determine what type of care the employee needed (the assessment part) and recommend treatment (the referral part).

Because of their expertise in behavioral health and managing for employee productivity, today's EAPs — including Care's WLS — offer a range of services to assist employers in achieving a more productive, profitable work environment. These services revolve around three levels of interventions: individual, departmental and organizational.

Individual

- Self-referral — assistance should an employee/dependent request services for a life-management problem.
- Informal referral — a type of supervisory referral for employees who experience a major life issue that does not affect job performance.
- Formal referral — a type of supervisory referral that parallels disciplinary action.
- Drug-test related — following a positive drug test, many EAPs (CARE's WLS included) can provide the Substance Abuse Professional assessment service.
- Disability-claim related — this is generally an informal referral (see above) for employees on STD or LTD. The EAP can prepare the employee for the transition to disability and address any issues that may arise with the employee or family.
- Case management — services to determine the efficacy of the substance abuse or mental health care an employee receives.
- Supervisory coaching — individual consultation with supervisors who require remedial management training.

Departmental

- Personal development workshops — on such topics as Stress Management, Dealing with Difficult People, Communications Skills, and others. Workshops are usually requested by the supervisor at the request of the employee group.
- CISD — Critical Incident Stress Debriefing following a traumatic incident, such as workplace violence or the sudden death of a departmental employee.
- Management consultation — advice to managers who may have questions surrounding the regulatory environment in which employers operate or the best, most productive ways in which to manage work groups or individuals.