Evaluation of a Domestic Violence Assessment Protocol Used by Employee Assistance Counselors

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This study evaluated the effectiveness of a screening and assessment protocol used by employee assistance program (EAP) counselors to identify domestic violence and make referrals. The protocol was used by ten counselors in screening 287 female clients. The protocol included asking specific questions to screen for domestic violence, assessing dangerousness by examining risk factors, and responding to identified domestic violence. When compared to a baseline period, results indicated that counselors significantly increased the percentage of women clients identified as experiencing domestic violence and were significantly more likely to provide information about services when the protocol was used. Few women were referred directly to domestic violence services. Information obtained from the counselors provided guidelines for implementing a protocol effectively.

KEYWORDS. Screening, assessment, domestic violence, employee assistance
Early Rehabilitation Program After Workplace Injuries

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Literatures on workplace injury indicate that there is insufficient concern by employers about programs to reinstate injured employees. This article describes an intervention model, which expresses a change in the employers' policy toward workplace injuries. The intervention is an early return to work program for injured employees. It provides an integrated solution for both, the injured employees and the employers, and combines assimilation of a changed policy and a single-session group intervention for slight and medium-injured employees. The findings indicate that employer efforts at the workplace to reinstate injured employees aids the rehabilitation process.

KEYWORDS. Workplace-injured, occupational social work, early rehabilitation

Understanding American and Korean Workers' Adaptations to Expatriate Work Environments: A Practical Guide for Industrial Social Workers

Soochan Choi

To examine the essence of cross-cultural adjustment in the expatriate work environment, based on synergistic systems approaches, a survey research was conducted to a sample of 229 expatriate workers: 101 Americans in South Korea and 128 Koreans in the United States. Results of the study have verified that the extent to which the expatriates adjust to overseas assignments is likely to depend on five major factors, i.e., national culture, individual attributes, work organization, community, and family members. The findings facilitate strategic plans to satisfy the expatriates' social service needs and to maximize their adaptability in the foreign workplace.

KEYWORDS. Cross-culture adjustment, overseas worker, industrial social work, global workplace

A New Comprehensive Measure of EAP Satisfaction: A Factor Analysis

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This report is a follow-up to the article entitled, "Two outcome measures of EAP satisfaction: A factor analysis" (Shumway, Dersch, Harris, & Arredondo, 2000), which appeared in Employee Assistance Quarterly, Volume 16, Number 4. The previous article described the process of creating a new measure of EAP satisfaction. The current article describes the process of testing the psychometric rigor of this new measure. The results from a factor analysis are reported, and considerations for the inclusion of items are described. The result is a comprehensive yet parsimonious measure of EAP client satisfaction that includes a new family-relational scale as well as some outcome-related variables.

KEYWORDS. EAP, client satisfaction, outcome measurement, clinical outcomes

A Practitioner's Application of The Marketing Concept to Employee Absenteeism and Behavioral Change Programs

Jeffrey W. von Freymann

A review of the literature on absenteeism was conducted to ascertain what scholars indicate as its causes and remedies. The review showed why time-limited framework is necessary with variables falling into five categories. However, researchers still believe that practitioners cannot develop an effective, all-inclusive model for on-site application. This paper proposes the application of The Marketing Concept as such a model, using the employee as an internal customer.

KEYWORDS. Absenteeism, The Marketing Concept, GenX, human resources, employee management

Employee Assistance and Human Resource Collaboration for Improving Employment and Disabilities Status

Felix O. Chima

This article discusses societal and employer misconceptions that are limiting individuals with disabilities from entering the workforce as envisioned by the Americans with Disabilities Act (ADA). Diversity issues in the 21st century workplace are of increasing concern to corporate America and organized labor. During the decade of the ADA existence, there is evidence that it has not moved fast enough in providing employment opportunities for many with disabilities. This article discusses disability, societal attitudes and biases, the ADA, and disability misconceptions and employment barriers. It discusses the need for collaborative efforts of employers' human resource department and employee assistance professionals to address disability and employment needs.

KEYWORDS. Disabilities accommodation, employment barriers for the disabled, human resource management

BOOK REVIEW

Created Unequal: The Crisis in American Pay, by James K. Galbraith
Reviewed by Keith McClellan