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Determining Demand for EAP Services
Joan A. Lawrence
Paul Boxer
Nalini Tarakeshwar

An effective EAP increases workplace performance and productivity by helping employees cope with behavioral and mental health issues. Although research has examined administrative support and efficacy of EAPs, few studies have addressed employees’ perceptions of what they want from EAPs. This study evaluated an existing EAP and identified employees’ perceptions of their critical mental health needs both inside and outside the workplace. Survey data reflected a desire for additional services beyond the scope of traditional individual or family psychotherapy and addressing topics like workplace conflict, communication skills, and family and health issues. The results demonstrate the necessity for ongoing EAP evaluation using employee input and delineate a role for graduate training clinics as EAP service providers.

KEYWORDS. Employee assistance programs, program evaluation, program development

An Overview of Employee and Family Assistance Programming in Canada
Rick Csiernik

This overview of Employee and Family Assistance Programming in Canada examines the nature and structure of 154 EFAPs from across Canada. Information was
obtained regarding when programs were developed and who initiated the program, as well as who provides assistance and their qualifications. Details of program components, including coverage, access routes, use of volunteers, promotion, training and the utility of capping counselling services, are also discussed.

KEYWORDS. Employee Assistance Programs, Canadian mental health and family services, program evaluation, Census of Canadian EAPs, quality assessment.

An EAP Treatment Paradigm for African American Women 35
LaTrelle Jackson
Anthony F. Greene

This article highlights key clinical and cultural considerations for working with African American women. Two cases are presented as examples for incorporating a holistic approach within the context of brief EAP therapy. In the first case, a successful intervention was achieved by clarifying goals in conjunction with the client’s value system, oppressive work environment influences, and sense of purpose. Success was achieved in the second case based on personal validation, use of available resources for empowerment, and strategic problem solving. These examples illustrate how EAP services can be culturally effective for this segment of the work population.

KEYWORDS. African American women, culturally sensitive counseling, Afrocentric therapy, self-esteem, empowerment, discrimination, oppression.

Using the Satisfaction with Organization Scale (SOS): Two Samples Compared 47
Thomas G. Kimball
Sterling T. Shumway
Alan Korinek
Rudy Arredondo

The purpose of this article is to compare the original Satisfaction with Organization Scale (SOS) conducted with employees of “distressed” organizations to another sample gathered from employees who work in “non-distressed” organizations/EA work environments. The authors report a statistically significant difference between the two samples. In addition, further evidence of the validity and reliability of the SOS is presented. In the discussion section of this article, the authors explore how the comparison of the two samples helps EA professionals interpret data gathered from the instrument in order to give meaningful feedback to work organizations. Potential cut-off scores for the SOS are offered with a challenge for continued development of evaluative tools within the EA field.

KEYWORDS. Organizational satisfaction, employee assistance programs, instrument, measurement, psychometric properties, organizational intervention.

In My Opinion: Corporate Honesty and Laissez-Faire Ideologues 57
Keith McClellan

The Enron scandal exposed both the weakness of unregulated capitalism and also the hypocrisy of the American ideologues who espouse unregulated capitalism by Eastern Europe and third world nations. The folly of laissez-faire capitalism is rooted in the dishonest and selfish streak that propels people to lie and cheat to gain an unfair advantage over others for personal gain.

KEYWORDS. Government regulation, ethical behavior, unregulated capitalism, cultural and economic imperialism, social service safety nets.

BOOK REVIEWS

The Complete Guide When Someone You Love Needs Nursing Home Care, by Robert F. Bornstein and Mary A. Languirand 77
Reviewed by Norbert Reinstein

The Noonday Demon: An Atlas of Depression, by Andrew Solomon 78
Reviewed by Keith McClellan