



August 2017 Spotlight on Employee Assistance

Perspectives Announces Acquisition of Step Ahead

Perspectives Ltd., a leader in workplace health and productivity, announced the acquisition of Step Ahead Counseling, EAP Inc., further enhancing its reach and capabilities across Indiana.

The acquisition of Step Ahead will afford Perspectives an opportunity for expansion and continued business growth. Perspectives will increase its network of clinicians and offer our entire array of workplace services including organizational consulting/development, Crisis Incident Response, an interactive website for participants to get services directly from the web to the Step Ahead customers.

Medical tourism now extends to behavioral healthcare

Paul Barley who works for a UK based inpatient drug and alcohol rehab service reports that each year now his facility and others like it treat thousands of clients from North America who choose to undergo addiction treatment overseas. His article, “The Benefits of Going to Rehab Abroad,” encapsulates this phenomenon. You can find the article here: <http://oceanrecoverycentre.com/rehab/benefits-going-rehab-abroad/>

Market research firm announces results of comprehensive study on CBD usage

Brightfield Group, a premiere market research firm focused on the legal cannabis industry, in partnership with HelloMD, the leading digital healthcare platform for cannabis, announced the results of a comprehensive study on CBD usage. The study surveyed 2,400 of HelloMD’s community members on their usage, knowledge, perceptions, and misconceptions of CBD, making it the largest study of its kind. To obtain a copy of the report, visit <http://www.brightfieldgroup.com/understanding-cbd-report-pdf>.

KGA Names Top 10 Wellbeing Apps for 2017

KGA, Inc., a leading Employee Assistance and Work-Life firm has selected the Top 10 wellbeing apps for the third year in a row. The apps, which focus on mental and physical wellbeing, were chosen based on five criteria: their potential use as an adjunct to counseling, customer reviews and ratings, ease of use, download frequency and price. Additional information about each of the Top 10 apps is available at www.kgreer.com/top10apps

Cyber Institute Develops App for Determining Emotional States

Penn State News reports that Zita Oravec, an assistant professor in the Department of Human Development and Family Studies and a co-hire of the Institute for CyberScience (ICS), is developing an app that can predict your psychological state using data from smartphones and wearable health monitors.

With this information, the app will send you texts to help improve well-being, according to the report. You might get a reminder to take a deep breath to fend off stress. Or you could receive an encouragement to pay someone a compliment.

Read more here http://news.psu.edu/story/473085/2017/06/26/research/institute-cyberscience-co-hire-cultivates-kindness-through?utm_source=newswire&utm_medium=email&utm_content=07-27-2017&utm_campaign=research%20newswire

My Treatment Lender unique resource for clients struggling to afford inpatient behavioral health treatment

My Treatment Lender is the only recovery-based lending company in the country, providing low interest loans to people who need behavioral health, substance abuse and/or eating disorder treatment. They help clients cover the cost of co-pays, high deductibles, or their entire stay. For more information, visit <https://mytreatmentlender.com>

Building on Engagement, Measuring the Impact

In this podcast, you'll hear how IBM Smarter Workforce Institute and Globoforce's WorkHuman® Research are enhancing the measurement of employee engagement through the Employee Experience Index. Sheri Feinzig with IBM and Greg Stevens, Globoforce discuss this global measure of a workplace and its impact on the business and its people. Listen and download the Index here: <https://ibm.co/2wWL2j6>

Summary of Florida Patient Brokering Law

The Patient Brokering Act is a criminal statute that specifically prohibits any health care provider or health care facility from giving or receiving any form of remuneration in exchange for referrals, regardless of the source of payment for the applicable service or product. Read more here <https://lnkd.in/eHZJGnY>

Harting EAP announces Chestnut Global Partners' (CGP) Return on Investment Report (ROI) can now be embedded in their Software

Employee Assistance Programs (EAPs) need ways to prove their financial value to the employers they serve. CGP has developed a comprehensive, financially oriented, tool that provides a sound basis for ROI. Visit www.daybreakeapsoftware.com for more information.

Morneau Shepell Garners Prestigious EARF Award

Morneau Shepell's International Student Support Program (ISSP) received the 2017 Employee Assistance European Forum (EAEF)'s Innovation of the Year Award for thought leadership and innovation because of the mental health support it provides to international students.

The ISSP provides instantaneous support for students with 24/7 chat through an app, online and by telephone, as well as ongoing support through telephone and video counseling. This means that students who are away from home can be matched with a counselor that speaks the same language and understands the cultural context.

A Journey from Suicide Grief to Impact Solopreneur

Sally Spencer-Thomas is a psychologist who found herself in a moment for which she was not prepared when her brother took his life. Check out the podcast here <https://www.reboot.io/episode/61-seasons-lives-sally-spencer-thomas/>

EA Professional Spotlight

Name and position:

Claire Sutton, M.A., RCC, CEAP. President – Claire Sutton Consulting Inc.

What do you like best about working in EAP?

I enjoy working with an employee population. I like the fact that EAP is structured and orderly and the work is delivered within strict parameters. I like that it is solution-focused and that diplomacy is needed in managing the dual-client relationship.

I also like the fact that EAP is a business and the concepts of time and money are crucial to understand. I believe EAP is a unique modality that requires a specific mindset and skillset to do the work (whether delivering one-on-one counselling sessions or on site organizational services).

What was your first EAP job?

I had just graduated and read an article in a community paper about a counselling and chronic pain management practice that was doing EAP work. EAP was well explained in the article. I called the owner of the practice, Dr. Saul Miller, and he offered me an interview. He introduced me to the EA professional and they hired me on the spot. I worked part-time for about six months until their contract with the British Columbian (Canada) government ended.

Shortly after that, I was hired by Family Services of Vancouver's EFAP, where Brenda Broughton was the director. I stayed seven years, and while there I did counselling, supervised the network of counsellors, managed contracts, on-site incidents, etc. It was hands on and I honed my skills.

What do you find is the most challenging part of your job?

I have been working in EAP for 25 years. I evolved from part-time counselor, to Contract Manager, to National Director and since 2002 I have been an Independent Consultant. I am fortunate to be a preferred provider (for both EAP and Organizational Services) to Health Canada which services federal government departments and employees. I have designed online workshops to introduce counselors to the field of EAP and help those in the field deliver the services more efficiently. When you are an independent consultant the biggest challenge is to make sure that revenue keeps coming in.

However, the bigger challenge I see for the entire field is the need for EAPA as well as most EAP provider companies to recognize the value of their contract counselors (their affiliate network). Affiliate networks service more than 50% of EAP clients today. Many contract counsellors are not being paid adequately.

Having said that, I believe contract counselors need better training, however, you cannot have better trained counselors unless they are better paid. If you had better trained and better paid contract counselors, then more effective and efficient work would be done.

EAP is changing and not just in terms of technology. Thus, a big challenge is the need to raise the profile of the EAP contract counsellor, who will then look to craft and build his/her practice around all aspects of EAP.

What inspires you?

A number of things inspire me: my sons, for one. Another is to continually grow and learn. I love learning new things and looking at new opportunities. I have an entrepreneurial mindset. Successful client outcomes also inspire me. Watching or learning from the best of the best inspires me. Playing golf to my handicap can also be a source of inspiration.