



## January 2019 Spotlight on Employee Assistance

### **New Directions Behavioral Health wins EAP contract for United States Postal Service**

New Directions Behavioral Health announced it has been awarded the contract to provide its Employee Assistance Program (EAP) to the United States Postal Service, starting April 1, 2019. The contract represents the company's largest EAP client to date, serving nearly 1.5 million lives across the country.

"We're thrilled to have the opportunity to provide our behavioral healthcare services to an organization as prominent as USPS," said Christine Leslie, senior vice president of EAP and health promotions. "With our innovative counseling and therapy technology, extensive provider network and strategic partnerships, we are uniquely well-suited to serve the large population of USPS employees and their families." Read more here <https://www.prnewswire.com/news-releases/new-directions-behavioral-health-wins-eap-contract-for-united-states-postal-service-300778959.html>.

### **Anastasia P. Rush, CEO of Hellas EAP has died**

Hellas EAP announced that their founder and CEO, Dr. Anastasia P. Rush, passed away earlier this month. Dr. Rush received her professional training and started her EAP career in the U.S.A. in 1970. In 2000, she returned to her native country, Greece, teaching Psychology and providing EAP services to international companies. In 2003, she established the Greece branch of EAPA, eventually becoming its president. In 2005, she established Hellas EAP Ltd., the leading EAP Company in Greece, which today serves over 120 companies in Greece and Cyprus. In 2017, EAPA recognized its excellence, by awarding the EAP Quality Award to Hellas EAP.

Dr. Rush has spent her lifetime in the service and promotion of employee assistance. She introduced the EAP concept to the Greek market, a challenging endeavor. She tirelessly worked to educate government and business leaders about the value of EA and to teach social workers, psychologists and others how to become EA professionals. She is one of the founding members of the Employee Assistance European Forum (EAEF) and a past executive member of the EAEF Board, responsible for the development of EAP Ethics and Standards in Europe. Her devotion to the field has been second to none and will be sorely missed.

## **WOS penetrates the UK EAP market**

The Workplace Outcomes Suite (WOS), which calculates the return on investment (ROI) of employee assistance programs (EAPs), and offers employers the chance to take an evidence-based approach to their workforce health efforts, will now be used by EAPs in the UK. Created by the Institute for Employment Studies (IES) in partnership with the Employee Assistance Professionals Association (EAPA), the tool responds to a lack of evidence for the cost-effectiveness of workplace health initiatives.

Neil Mountford, Chair of the UK EAPA branch, commented: "While EAPs are among the most commonly used wellbeing interventions in the UK with close to half of the workforce (a total of almost 14 million) having access to an EAP, very few providers or employers have been able to collect data beyond basic take-up and satisfaction surveys." Learn more here: <http://www.onrec.com/news/news-archive/roi-tool-removing-barriers-to-employer-workplace-health-promotion>.

## **At the World Economic Forum Annual Meeting, mental health took center stage**

At the World Economic Forum Annual Meeting, held January 22-25, 2019, mental health was on the agenda with a number of discussions on how to break the stigma and create more supportive workplaces. John Flint, the CEO of HSBC, stated survivors of mental health challenges are good for business." Those who have recovered often possess a resilience and resourcefulness," he said. Flint wants to turn the bank into the "the healthiest human system." He described this not as a fuzzy, feel-good effort, but as a question of performance. Learn more here <https://www.weforum.org/agenda/2019/01/future-of-work-tk-top-trends-from-davos/>.

## **Upcoming EAPA Webinars**

"*Elevating Ethical Awareness*," required for all prospective CEAPs. Feb. 6, 2:00 pm. For more information and to register, click here: <http://www.eapassn.org/Conferences-Education/Event-Registration/EventID/312>. "*Teletherapy: What Is It All About?*" on Feb. 7th at 1:00 pm ET. For more information and to register, click here: <http://www.eapassn.org/Conferences-Education/Event-Registration/EventID/314>.

## **EA Professional Spotlight**

### **Name and Position**

Kathleen Weaver, LCSW, CEAP. On-site EAP Manager and owner of Workplace Assistance Program.

### **What do you like best about working in employee assistance?**

I have worked for years as an internal EAP at a large manufacturing plant. Because I am on-site, I frequently visit various work areas on our large campus to better understand the daily work environment of employees. In the manufacturing environment, many jobs require standing at noisy machines or climbing on an aircraft for installs. Experiencing the range of diverse manufacturing jobs is exciting, and employees are proud to show off their work areas to their EAP.

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### **What was your first job in employee assistance?**

During my last year of graduate school, I completed an internship at a large internal EAP. After the first week and participating in meetings with employees and supervisors, I knew this type of worksite-based counseling was my forte.

### **What is the most challenging part of your job?**

Mediating conflicts between management and employees remains a challenge. A good manager recognizes their weaknesses, strives to improve, and is responsive to employee complaints. A poor manager is rarely willing to advocate for change and will frequently blame the employee for performance issues.

### **What inspires you?**

Having the trust and confidence of managers, union stewards and HR Reps continues to motivate and inspire. These key individuals are relying on EAP expertise to help resolve complex performance issues. They meet with EAP and disclose their own frustrations regarding a difficult employee, or at times, disclose angst about a potentially explosive behavioral problem. These are the singular moments that motivate me.

*Kathleen Weaver was the recipient of the “Making It Happen Award” at the EAPA 2018 Conference and EXPO in Minneapolis. The award is given at the discretion of the EAPA staff to a remarkable individual who has done something truly exceptional to help EAPA in its mission.*