

QUESTIONS TO CONSIDER WHEN EVALUATING EAP'S

WHAT SERVICES DIFFERENTIATE THE EAP?

?

?

?

- Does the EAP have additional services to offer other than traditional face-to-face counseling?
- Does the EAP have a social media presence and offer technology resources?
- What credentials do the staff possess?
- Does the EAP have accreditation?

WHAT SCOPE OF SERVICES ARE PROVIDED ?

?

?

?

- On what counseling model does the EAP operate?
- How many sessions are offered as part of the EAP model?
- Is Critical Incident Response offered?
- Is Management training offered?
- Are wellness services a component of the EAP?

HOW EASY IS IT TO ACCESS SERVICES?

?

?

?

Accessible services is very important for an EAP; the least amount of barriers for mental healthcare, the better.

- Is there one toll free contact number provided for employees?
- Is there a live answer or a number of buttons to press before speaking with someone?

WHAT TOOLS DOES THE EAP PROVIDE TO ENCOURAGE AND REPORT UTILIZATION?

?

?

?

- What means are used to reach employees in educating them about the EAP?
- Are reports regularly sent to inform of usage?
- Is there a dedicated Account Manager that can be called with questions?
- Does the EAP assist with communication plans?