

SUPERVISORY REFERRRALS TO EAP

HOW TO MAKE A FORMAL SUPERVISOR REFERRAL TO EAP: Be sure to take advantage of an excellent resource for supervisors which is located on the EAP website under the category of “Education Programs”. The program entitled “Refresher Training for Supervisors” helps eliminate mistakes made by supervisors in EAP referrals. It reinforces effective communication with the EAP before and after making a supervisory referral. The program discusses specifics about follow-up, do's and don'ts in making supervisor referrals, key issues in releases, and understanding confidentiality. And it tackles what EAPs can and cannot do that supervisors frequently don't understand.

To summarize key points:

TALK ABOUT JOB PERFORMANCE CHANGE WITH THE EMPLOYEE:

- Take time to plan your performance discussion with the employee and gather pertinent facts first. Consult with EAP to discuss the reasons for the referral and to obtain an appointment time for the employee.
- Talk with the employee about a job performance area/behavior that was once good but has declined; present specific, behavioral, objective, and measurable facts whenever possible.
- Outline your specific expectations for how the behavior needs to change/be different.
- Inform the employee of the consequence(s), for not improving performance to an acceptable level.
- Inform them if you consider this to be a formal step in the disciplinary process.
- Express confidence in the employee's ability to return to acceptable levels of performance and offer your support.
- As part of your and you company's support of the employee, refer the employee to the EAP.

MAKING THE REFERRAL TO EAP:

Because the employee is valued, you are making available the resource of the company's Employee Assistance Program, to deal with any problem, personal or work-related, that is interfering with the employee's ability to do his/her job. EAP's focus is to offer the following to the employee:

- Support the employee in resolving interfering life problems.
- Coach the employee in how to improve targeted performance areas.
- With the employee's written permission, inform the supervisor that the employee has followed through with the recommendation to utilize the EAP for job performance issues.
- Keep everything else confidential!

PAPERS TO FILL OUT BY THE SUPERVISOR (prior to the employee's first session with EAP):

- Fill in EAP "Supervisory Referral Form" (fill out #11 & 12!!)
- Review/Complete "Supervisory Referral Consult With Supervisor Form"; you may ask EAP for help in filling this out.

PAPERS TO FILL OUT BY CLIENT (prior to his/her first session with EAP):

- "Application for Service" (can be found in the downloadable forms section). It is to be completed by the client and brought to the EAP appointment.
- "Authorization to Exchange and/or Disclose Information".

ADDITIONAL SUGGESTIONS:

- Present the "Authorization to Exchange and/or Disclose Information" to the employee at the time of the work performance discussion. Explain that this consent is voluntary. Signing it allows the EAP to verify to the supervisor the employee's efforts to improve his/her performance.
- It's wise for you or the client to make appointment with EAP during the FORMAL REFERRAL, in your presence! Alternatively, you may request an appointment time in advance from the EAP and provide the employee with time "on the clock" to attend the first session.