Referring Manager/Supervisor contacts the EAP Coordinator for consultation.

Client/employee meets with EAP Coordinator for initial assessment and development of EAP Plan.

- Referral to outside community resource or provider.
- Client is offered opportunity to provide release of information to referring agent.
- EAP Coordinator maintains contact with resource/provider.

- In-house EAP services.
- Ongoing meetings based on achievement of EAP Plan

EAP Coordinator provides referring agent regular reports on client’s attendance, participation and follow-through with EAP Plan.

Case/services closed as either satisfactory or unsatisfactory based on achievement of EAP Plan.

EAP Coordinator follows up with referring agent at 1, 3 and 6 months for performance update.