

Types of EAP Referrals

Self/Voluntary:

This type of referral occurs when employees seek EAP assistance on their own.

Process Flow:

1. Employee calls to set up appointment. Time away from work for EAP appointments would need to be negotiated between the employee and your supervisor/manager ahead of time and should take into account department needs.
2. EAP Coordinator meets with employee to provide direct service.
3. EAP Coordinator facilitates referral to outside/community resource or provider.
4. EAP Coordinator follows up within 30 days with employee to see how the referral worked out.
5. EAP provides direct in-house counseling if appropriate.
6. EAP Coordinator “closes” case provided employee is engaged in services/treatment (satisfactory) or has not followed through (unsatisfactory).

Labor/Management Suggestion:

This type of referral is appropriate when making the employee aware of the EAP and suggesting it be tried. This may occur during an early job performance confrontation or when an employee reveals a personal problem to a supervisor or labor representative.

Process Flow:

1. Labor Representative or Management person contacts the EAP Coordinator to advise of referral and provides relevant information.
2. The referring agent (Labor rep./Management) may set the appointment or may have the employee call on their own.
3. EAP Coordinator meets with employee to provide direct service.
4. EAP Coordinator facilitates referral to outside/community resource or provider as appropriate.
5. EAP Coordinator follows up within 30 days with employee to see how the referral worked out.
6. EAP provides direct in-house counseling if appropriate.
7. EAP Coordinator “closes” case provided employee is engaged in services/treatment (satisfactory) or has not followed through (unsatisfactory).

8. Referring agent is only informed of the employee's initial follow-through with the EAP provided employee consent.

**Management
Recommended:**

This type of referral differs from a *Labor/Management Suggestion* in that it is an official recommendation by Management for the employee to utilize the EAP. It is generally stated as a suggested course of action in a job performance confrontation. The supervisor may offer to arrange the EAP appointment. Follow-through is up to the employee. The employee may request union representation during the job performance confrontation.

Process Flow:

1. Management person contacts the EAP Coordinator to advise of referral and provides relevant information.
2. The referring agent may set the appointment or may have the employee call on their own.
3. EAP Coordinator meets with employee to provide direct service.
4. EAP Coordinator facilitates referral to outside/community resource or provider as appropriate.
5. Employee signs a release form giving the EAP coordinator permission to consult with outside provider.
6. Employee signs release form giving the EAP coordinator permission to report only the following to management: Keeping the initial EAP appointment, agreeing or not agreeing to the EAP PLAN, compliance with the PLAN and case closing status (satisfactory or unsatisfactory).
7. EAP Coordinator follows up within 30 days with employee to see how the referral worked out.
8. EAP provides direct in-house counseling if appropriate.
9. EAP Coordinator "closes" case provided employee is engaged in services/treatment (satisfactory) or has not followed through (unsatisfactory).

Formal Referral:

The nature of many personal problems involves denial and fear; consequently, individuals are sometimes reluctant to fact their problems by engaging in professional help. As a result, some employees may not follow-through with “Suggested” or “Recommended” referrals and job performance may continue to be unsatisfactory. When this occurs, presenting a Formal referral may offer the incentive necessary to motivate the employee to enter an assistance process.

Formal Referral Defined: *An employee in the process of progressive discipline is given the option of EAP involvement or receiving the disciplinary action that is warranted. The disciplinary action (or part of it) is held in abeyance pending compliance with the EAP PLAN and/or acceptable performance.*

Process Flow:

1. Management person contacts the EAP Coordinator to advise of referral and provides relevant information.
2. The referring agent may set the appointment or employee calls on their own.
3. EAP Coordinator meets with employee to provide direct service.
4. EAP Coordinator facilitates referral to outside/community resource or provider as appropriate.
5. Employee signs a release form giving the EAP coordinator permission to consult with outside provider.
6. Employee signs release form giving the EAP coordinator permission to report only the following to management: Keeping the initial EAP appointment, agreeing or not agreeing to the EAP PLAN, compliance with the PLAN and case closing status (satisfactory or unsatisfactory).
7. EAP Coordinator follows up within 30 days with employee to see how the referral worked out.
8. EAP provides direct in-house counseling if appropriate.
9. EAP Coordinator “closes” case provided employee is engaged in services/treatment (satisfactory) or has not followed through (unsatisfactory).