**Referral Process Outline**

**Referrals from Employers, HR, Directors and Supervisors**

**(Identified issues related to referral - job jeopardy, corrective action or mandated requests.)**

1. **Referral**

Human Resources, Supervisors, or Directors identify performance problems and refer client to Job Jeopardy/Corrective Action Program at Employee Assistance Program.

* Formal Supervisor Referral Form is completed and included in referral. It is helpful for the EAP clinician to have this information prior to the visit.

1. **Assessment**

* The EAP Clinician assesses the client and explains the process to the employee. We take time to educate the employee on their responsibilities and the EAP’s responsibility. Referring parties are notified of compliance.
* The client signs the appropriate release of information, which clarifies the responsibilities of the parties.
* A letter of confirmation is sent to the referring party of the initial assessment and employee’s compliance.

1. **Monitoring**

* At the end of the month the EAP Clinician generates the monthly progress report to the referring party.
* When appropriate, a supervisor or referral person is asked to complete an ongoing status report, reflecting how the employee is doing in the workplace. This will keep the EAP clinician current on the client’s performance in the workplace. Management may communicate with the EAP on an as need to know basis regarding continued workplace issues.
* A job jeopardy monthly progress report will be sent to the individual, employer that referred and the union representative if requested by client.

1. **Completion**

* Job jeopardy cases can be monitored indefinitely but actual length of participation is decided on a case by case basis.
* Completion of the program is based upon feedback and consultation from all relevant parties including employers, treatment providers, client, etc.
* The EAP clinician will inform the employer that referred and union representative, when appropriate, when client has completed all requirements of the job jeopardy/corrective action program.
* A final progress report will be sent to the individual, the referring employer and the union representative with statement of successful completion of the program.
* The EAP clinician will notify the referring employer of the intention to move the file to inactive status or close unsuccessfully when any of the following three concerns have occurred:

1. The client has not responded to attempted contacts by the EAP clinician.
2. The client has had continued non-compliance with keeping appointments and treatment recommendations.
3. The client has not responded within 10 days to a noncompliant letter being mailed to the employee.

\*Disciplinary actions related to an employee’s noncompliance for appointments

or unimproved performance or unsuccessful treatment outcome is the sole

responsibility of the employer. The EAP Program does not determine

consequences continued or terminated employment.

* If client’s employment status changes, please notify the EAP client promptly.

\*Involvement with the EAP is a separate process from the “Grievance Process.” Employees are expected to follow through with the referral and to be compliant with the EAP appointments and recommendations.