

## Tips for Making a Formal EAP Referral

If you are a human resources representative who needs to formally refer an employee to the ComPsych EAP, or if you are an employee facing a formal referral, you should familiarize yourself with the process. Read on to learn more about the steps required for the formal management referral.

Things to Consider Prior to Making a Formal Management Referral

Understanding the Formal Management Referral Process

### Things to Consider Prior to Making a Formal Management Referral

There are five steps associated with preparing for the formal supervisory referral process. Depending on the severity of the performance problem, the five steps usually occur over the course of several weeks.

1. **Identify potential performance problems.** Performance problems often escalate to more serious issues because a supervisor or manager does not address them with the employee first. The moment you recognize a problem, discuss it with the employee.
2. **Observe the employee's behavior.** After you have addressed the initial problem, watch for any patterns that might be forming and continue to address these performance problems with the employee.
3. **Document the facts.** Good documentation will help you provide objective, factual information about deteriorating performance. Document any violations or problems with attendance, conduct and work responsibilities. Avoid writing opinions and always keep this documentation confidential.
4. **Prepare for an initial employee meeting.** The focus of the meeting will be on job performance. Choose a private setting, consider how the employee may react and take precautions. Work with your Human Resources Department to think through the situation. Contact ComPsych for consultation or suggestions.
5. **Take action.** Outline the performance deficiencies and behavioral changes you have documented. Notify the employee of the consequences if performance does not improve. Tell the employee that he or she is being formally referred to the EAP as part of their condition of employment. Ask the employee to sign a Release of Information form so that you can communicate with the EAP. Express confidence in the employee and set up a date for a follow-up discussion.

### Understanding the Formal Management Referral Process

The formal referral process follows a series of steps outlined below.

1. **Contact ComPsych for consultation.** Once you have determined that a formal referral is in order, the first step in the process requires that the HR Manager contact ComPsych prior to the employee meeting. During this consultation, a Master's-level Guidance Coordinator will complete an intake profile to open a case, as well as explain the formal referral process and provide the name of a Management Referral Specialist (MRS) who will oversee the case.
2. **Consult with the MRS.** The HR Manager will consult with the MRS assigned to the case. Any additional questions about the process can be addressed during the consultation.
3. **Employee meeting.** The manager and employee meet to discuss performance issues and to initiate the formal referral to the EAP. The manager will obtain a signed release of information from the employee and will fax it to the MRS.
4. **Employee EAP contact.** The employee will contact the EAP for a referral to a local credentialed provider. The Guidance Coordinator will explain the referral process and gather the necessary referral information. This information will be communicated to the selected provider.
5. **Treatment.** The employee will meet with the provider for the initial assessment and treatment, if indicated.
6. **Follow up.** The MRS will communicate with the manager about the employee's compliance with the treatment recommendation.

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