

EAP Referral Procedures

Self-referral: Employees (full or part-time) of the University may self-refer for confidential EAP services. Immediate family members of University employees are also eligible for EAP services.

A qualified medical professional may make referral for EAP service associated with a finding that such intervention is indicated for any number of stressors such as those connected to medical, psychological, social, or economic problems.

Supervisory Referral

Management may refer an employee for EAP service. A ranked or tiered system outlines and defines this process. Tiers for management or supervisory consideration are listed here.

Level 1: Casually Encourage Self-Referral: The supervisor encourages an employee to self-refer for EAP support. Such encouragement could transpire during a conversation between the employee and supervisor, particularly in response to an employee statement (s) about personal problems, or when a supervisor has noticed substandard performance.

Level 2: Strongly Encourage Self-Referral: This type of encouragement for self-referral is connected to a formal conversation between a supervisor and employee regarding less than acceptable job performance. This intervention is not associated with progressive discipline or any formal personnel action.

Level 3: Supervisory Referral: Based upon unacceptable performance, an appointment is made with the EAP on the behalf of an employee by the supervisor. The supervisor may delay execution of disciplinary action, or reduce intended discipline pending participation in EAP service. This process may provide incentive for employees to follow through with EAP referral. The EAP will provide confirmation of employee attendance to the referring authority. In these cases, and based upon the presenting problem, the EAP may choose to provide the requested service, or refer the employee to a community-based practitioner.

Referral from Human Resources

The Office of Human Resources may mandate employee participation in EAP services subsequent to a determination that such a referral is requisite for employment success and organizational membership. In these cases, and based upon the presenting problem, the EAP may choose to provide the requested service, or refer the employee to a community-based practitioner.

Court Referral

A court of law may mandate employee participation in EAP services following a resolution that such support is essential to ensure public safety and for employee – organizational well-being.