

# Supervisor Guidelines for Referrals to the EAP

Interface EAP is a resource for Supervisors and Managers to help them address job performance problems. The EAP can be used as a supportive, confidential, free, and convenient place to help your employees resolve personal issues. The EAP takes the weight of the employee's personal issues off the supervisor, in a supportive way, allowing the focus of the workplace to remain on performance. Interface will consult with managers and supervisors on effective ways to deal with performance problems, review what type of referral best fits the situation and assist with ongoing management of the employee referral.

## Types of Referrals to the EAP

The key is early intervention. The sooner the employee recognizes and deals with the underlying problems, the easier it will be to resolve. There are different kinds of referrals a supervisory/manager can make to the EAP.

### Informal Referral

The employee has shared some personal problem(s) and/or there are minor work performance deficiencies that indicate possible personal problems. No job performance concerns are present but without supportive EAP services, the situational stress may result in a breakdown in performance in the future. The employee makes the choice to follow through on the referral or not. There is no reporting to the workplace by the EAP. This is a good opportunity to share an EAP brochure or wallet card with the employee. The Supervisor should remind the employee the EAP is available at no-cost and all access is strictly confidential.

### Formal/ Mandatory Referral

Formal referrals are made when a work performance problem has been identified and corrective/disciplinary action is needed. This type of referral provides an additional resource for the employee and supervisors in identifying and correcting work performance problems. The EAP will support and help the employee correct the work performance problem that may be due to outside stresses or specific behavior in the workplace. Expectations are set for the employee to use the EAP as a tool in correcting the work problem.

### A Typical Scenario

The employee has a history of good work performance. Lately there have been problems with tardiness, personal days off and decreased productivity. You suspect personal problems but are unsure what they might be. You have documented the decrease in performance. You meet privately with the employee to address your concerns. If appropriate make an informal EAP referral. You document the meeting. Over the next two weeks, no improvement is noted. You contact your Employee Relations department to get direction. They advise progressive disciplinary action. Now is the time that a Formal EAP referral may be used in conjunction with your disciplinary action. Before proceeding with any disciplinary process, check your company's policy and procedures. Information provided by Interface EAP does not supersede or act as a substitute to your company policy.

### Steps for Making a Formal Referral

1. **Contact your HR department to review. Once reviewed, the mandating supervisor should contact Interface EAP to open a case. Our Care Management team will assist in opening up a case and providing all the needed forms for this referral.**

#### Information form.

2. **Gather documentation for employee performance problem(s) and fill out the Release of**

3. **Meet with the employee to discuss the work deficiencies and the corrective action needed. Use the Supervisory Referral Form as a guide.**

4. **Let the employee know that the referral to Interface EAP is to help with any personal problems that may be affecting work performance. Be sure to inform the employee that the EAP is confidential.**

5. **Have the employee sign the Employee Compliance with Treatment Guidelines form and the Release of Information form. Fax the documentation of the employee's work performance problem(s) and the two forms to Interface EAP.**

6. **Provide the employee with the case number provided by the Care Management team and direct the employee to call Interface EAP to proceed with the formal referral.**

Your involvement in the referral process is very important.  
Not sure if you should refer an employee to the EAP?

Call our Care Management team for guidance.

**Toll Free 1-800-324-4327**

**Español 1-800-324-2490**

Crisis Counselors available 24/7



Interface EAP