


PROCEDURE

Subject	Employee Assistance Program	Number: 2.19.01
Source	Human Resources	Reference (Rule #) 6HX14-2.19
President's Approval/Date: 7-1-09		

I. PURPOSE

It is recognized that problems of a personal nature can have an adverse effect on job performance. Most personal problems and adverse situations can be dealt with successfully when identified early and referred to appropriate care.

Therefore, State College of Florida, Manatee – Sarasota provides an Employee Assistance Program (EAP) to reduce, prevent, and resolve problems in the work force and retain valued employees.

The EAP is designed to deal with a broad range of employee problems, including emotional, behavioral, family, marital, drug, alcohol, financial and legal issues, by providing services through assessment, face to face short term counseling, referral if not deemed short-term issues.

EAP treatment referral will be carried out in the best and most cost effective manner according to the identified problem and health benefits of the client. Referral to outside resources will include case management to confirm linkage, follow through and satisfaction with referral source.

II. PROCEDURE

A. Eligibility for Services and Managed Care Functions

1. EAP assessment and referral is available to all *full time and part time, benefit eligible, regular employees* and their household members regardless of health insurance coverage.

(a) Household members shall be defined as significant others, children, and any other relatives living in the home and minor children of the employee, or those who continue to be dependent upon the employee who live out of the home with an alternative parental figure.

2. EAP services are also available to employees of State College of Florida, Manatee – Sarasota who have been laid off, whose positions have been eliminated, or who have involuntarily been terminated.
 - (a) EAP services are available for up to 60 days following involuntary termination, position elimination and/or lay off.

B. Confidentiality

1. All records and discussions of EAP client problems will be handled in a confidential manner, including maintaining physical, electronic and procedural protections that comply with Federal regulations to safeguard protected health information.
 - (a) Client information is available only to authorized HR staff and/or supervisor, with signed authorization from the client
 - (b) Employees are trained on maintaining privacy and employees who violate confidentiality will be disciplined per College policy.
 - (c) EAP client records are property of the EAP, will be kept by the EAP and will not become a part of an employee's personnel file.
2. Referrals to appropriate sources for treatment are made on a privileged and confidential basis.
3. Participation in the EAP program will not adversely affect an employee's performance appraisal, any disciplinary actions, job security or promotional opportunities. Job performance shall be the sole criterion for such matters.

C. Orientation, Training, Education

1. All State College of Florida, Manatee – Sarasota Regular full and part-time employees will be given an orientation concerning use of the Employee Assistance Program.
This orientation will be mandatory for all employees and will be conducted during the college-wide orientation program.
2. State College of Florida, Manatee – Sarasota supervisory and management personnel (directors, managers, coordinators and supervisors) will be given training concerning the use of the Employee Assistance Program as a management tool for referral of employees who are under their supervision.
 - (a) Supervisory training will be provided upon hire or promotion, and is mandatory for all new supervisors, coordinators, managers and directors

within the first six months of hire/promotion. Training is mandatory for all current supervisory and management personnel every three (3) years.

(b) The training will include identification of problems, how to make a referral to EAP and how to document performance issues.

3. The Employee Assistance Program may be contracted to present employee workshops including financial management, legal and wellness classes, and for critical incident stress debriefings.

D. Cost of EAP services

1) The cost of EAP services provided for problem assessment, short-term counseling and referral are paid for by State College of Florida, Manatee – Sarasota. Neither employees nor household members are charged for use of EAP.

2) EAP clients are responsible to pay for all services received outside the EAP. Health insurance or other benefits may cover costs incurred for additional referral services outside of the EAP.

(a) EAP clients are responsible for meeting deductible and co-insurance for all treatment services received.

(b) Costs not covered by insurance or other means will be the responsibility of the employee.

E. Leave of Absence

For questions concerning leave of absent please refer to Rule # 6HX14-2.30, Leaves of Absence and Procedure #2.30.01 Family Medical Leave.

F. Referrals to Program

1. Self-Referrals

Employees and their household family members are encouraged to use the EAP on a self-referral basis.

2. Informal Supervisor Referral

When supervisors, in the course of carrying out their normal supervisory responsibilities, believe that work-related or personal problems may be adversely affecting an employee's job performance, they may suggest the employee seek EAP assistance on a voluntary basis.

a) Under all circumstances, supervisors will refrain from clinical therapeutic intervention with employees.

- b) Subsequent evaluations by supervisors of the employee should focus only on whether or not the employees' performance has improved to a satisfactory level. Should performance show no improvement, State College of Florida, Manatee – Sarasota disciplinary procedures should then be followed.
- c) The supervisor will document that the employee has been referred to the EAP on a voluntary basis.

3. Formal Supervisor Referral

A formal supervisor referral to the EAP normally should be used after the supervisor has suggested a voluntary referral to EAP and the employee's work performance, attendance, or behavior has continued to be below acceptable standards, or if the supervisor believes that an employee has personal problems that place the employee, fellow employees or State College of Florida, Manatee – Sarasota at risk.

- 1) Supervisors shall contact a designated HR Representative with referral information and for consultation prior to making a formal referral of assistance to an employee.
- 2) Under all such circumstances, supervisors will refrain from clinical therapeutic intervention with employees.
- 3) The supervisor and designated HR Representative will then meet with the employee to discuss the identified performance problems and develop a performance improvement plan for the employee to correct the problems. The employee will be notified that the plan will include a formal supervisor referral to the EAP, and receive a letter notifying the employee of the status of referral, including the parameters of the referral.
- 4) If the employee refuses to seek EAP assistance, his/her supervisor and the Human Resources Director will discuss what subsequent action to take.
- 5) If the employee agrees to access EAP services, he/she shall be given the opportunity to make an appointment during his/her normal working hours to attend their EAP session. This time off with pay will only be offered for the initial session.
- 6) If the employee signs a Consent to Release Information, the EAP will notify the designated HR Representative of employee evaluation session(s) attendance, what intervention has been recommended, if the employee plans to follow EAP recommendations, and whether the employee is subsequently compliant with EAP recommendations. If EAP recommendations include referrals to outside providers/agencies, compliance with treatment provider recommendations will be monitored

and reported back to the designated supervisor for up to six (6) months from the date of the original formal supervisor referral to EAP.

Compliance with EAP recommendations will include referrals made to providers/agencies outside the EAP. No other personal information will be communicated to the designated HR Representative

- 7) Supervisory documentation should include the agreed upon performance improvement plan, including the formal supervisor referral to EAP and if the employee agreed to seek EAP assistance. Subsequent documentation should include the employee's level of compliance with EAP recommendations.
- 8) Subsequent evaluations by supervisors of the employee should focus only on whether or not the employee's performance has/has not improved to a satisfactory level. Should performance show an unsatisfactory level of improvement, regardless of compliance with EAP recommendations, State College of Florida, Manatee – Sarasota disciplinary procedures should then be applied.

G. Fitness for Duty

1. The Employee Assistance Program, upon request, will conduct a Level I fitness for duty determination. The designated HR representative, as part of the supervisory referral, may ask that the EAP counselor evaluate the employee's suitability to return to work. When medical or other specialized assessments are needed to reach such a determination, EAP will coordinate with outside providers (Level II) for further evaluation.
2. A recommendation will be made to the designated HR representative based on the FFD determination. However, the recommendation will not reveal the underlying clinical basis for the recommendation.
3. In the event an employee refuses or repeatedly fails to keep appointments necessary to complete the evaluation, his or her non-compliance will be reported to the referring representative.