

Fond du Lac

Human Resources

Employee Assistance Program (EAP)



EAP is like the relationship matrix here. It serves a multi-functional purpose.

1. Organizational - Organizations hire EAPs to look after their human assets.
2. Employee(s) - Employees look to EAPs to help with work/life issues
3. Community - EAPs have a responsibility to the community to ensure that when employees leave the workplace they are leaving in a positive frame of mind with a plan of care to work on what is needed.

Objectives

- **What is EAP**
- **Origins of EAP**
- **Today's EAP**
- **Benefits of EAP**
- **How to Use EAP**

What is EAP?

- A **voluntary, confidential** counseling and **referral** service for employees and their immediate family members.
- A starting place for addressing personal problems.
- An avenue of assistance for management and employees whose personal problems may be affecting their work performance.
- Help for participants to deal privately and effectively with personal problems.

What EAP will not help with. . .

- EAP is bound by Employee Assistance Professional Association's Code of Ethics and Standards of Conduct.
 - EAP is **NOT** used in place of disciplinary actions (HR function), EAP **CAN** help with a follow-up on an individual basis
 - EAP does **NOT** get involved with grievances, EAP **CAN** help them find the resources that are needed to proceed with a grievance.
 - EAP does **NOT** do any type of investigation, but **CAN** point them to the right resources.

EAP Can Help With . . .

- EAP can help with **physical problems** such as:
 - Addictions
 - Substance Abuse
 - Threats of violence
 - On-site crisis response
- EAP can help with **emotional problems** such as:
 - Anxiety and stress
 - Relationship issues
 - Depression

EAP Can Help With . . .

- EAP can help with **work/life balance** such as:
 - Child/elder care
 - Workplace issues
- EAP can help with **crisis response** such as:
 - Stress debriefing
 - Consultation and support services
 - Printed materials on coping strategies
 - Encouragement and referral services to mental health services

Why EAP is Important

Rarely . . .

Life's demands come neatly packaged one at a time

Sometimes . . .

We all face circumstances that distract from our important roles at home and work.

Always . . .

We recognize the importance of:

- Resolving personal issues early
- Finding the right balance
- Staying healthy

EAP Origins

EAP has a rich and varied history starting in the **early 1900s**, it was looked at as "occupational social work".

In the **1940s**, organizations were looking at the number of those that were drinking on the job. At this time it was called "occupational alcoholism"

In the **late 1960s, early 1970s**, employee assistance starting coming to the forefront as not just for those using alcohol or drugs on the job.

Occupational Social Work

-Origins - Welfare Capitalism & Paternalism

-University Affiliations: Columbia University & Hunter College were doing studies on the effects

-Government Affiliation was the National Institute of Mental Health (NIMH)

Staffing was Welfare Secretaries & Social Workers

Member Organization was Council on Social Work Education (CSE) & National Association of Social Workers

Occupational Alcoholism

Origins: Alcoholics Anonymous, National Council on Alcoholism, and Yale Center for Alcohol Studies.

University Affiliations: Yale University, Cornell University & Rutgers University

Government Affiliation was with National Institute on Alcohol & Alcoholism (NIAAA)

Staffing was primarily Recovering Alcoholics & Medical Directors

Member Organizations were Association of Labor Management Administrators & Consultants on Alcoholism (ALMACA) which became EAPA

Employee Assistance

Origins: ALF-CIO, Community Services

NIAAA's Occupational Programs Branch

University Affiliations: University of Michigan & University of Maryland

Government Affiliations NIAAA's Alcohol Training Branch & Substance Abuse and Mental Health Administration (SAMSHA)

Staffing was now done by Peer counselors, Social workers, psychologists, and program administrators.

Member Organization: EAPA & EASNA

EAP Today

In **1988**, Association of Labor Management Administrators & Consultants on Alcoholism (ALMACA) went from concentrating on alcoholism to incorporating a new paradigm of "whole worker wellness".

This paradigm shift led to the Employee Assistance Professional Association (EAPA). As EAPA knew their practitioners had unique knowledge regarding the "relationship between human behavior and workplace performance", which led to the Core Technology.

In **2022** there are over 5,000 CEAPs in over 30 countries.

CORE Technology

Components which are combined to create a unique approach in addressing organizational productivity issues and employee's personal issues affecting job performance. These components consist of the EAP:

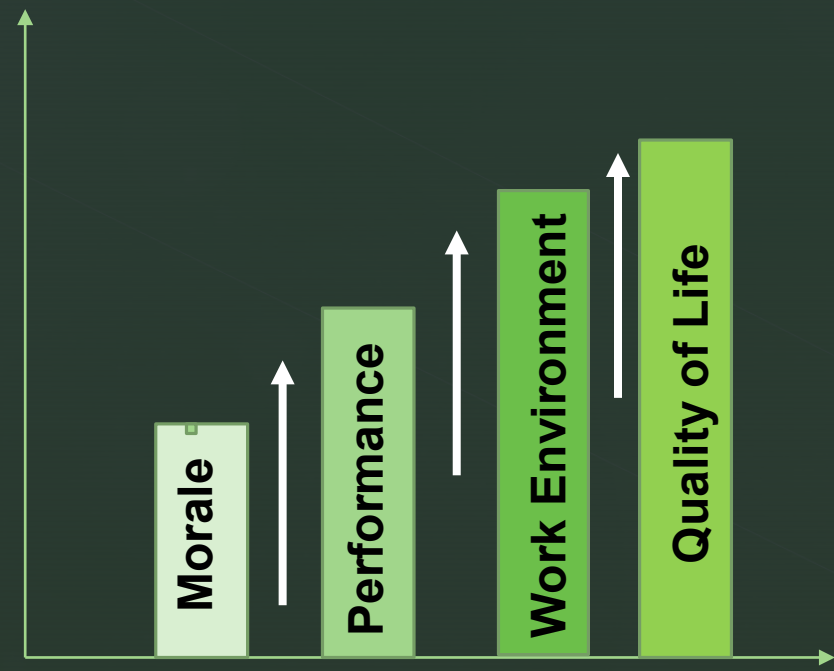
- Consulting with, training of, and assistance to organizational leadership looking to help troubled employees, enhance the work environment, and improve employee job performance.
- Provide confidential and timely problem identification and can direct services for employees with personal concerns that may affect job performance.
- Using constructive interviewing skills, motivation, and short-term intervention with employees to address problems that affect job performance.
- Referring the employee, to outside services, for diagnosis, treatment and assistance. Will act as a case manager by helping monitoring and follow-up with employee.
- Assisting organizations in establishing and maintaining effective relations with treatment and other service providers, and in managing provider contacts.
- Consulting the organization to encourage availability of and employee access to health benefits covering medical and behavioral problems including, but not limited to, alcoholism, drug abuse, and mental and emotional disorders.
- Actively promoting the availability of EAP services to employees, their family members, and the organization.
- Evaluating the effects of EAP services on the organizations and individual job performance.

Remember

▸ Your employees are
your biggest
investments and assets.

EAP Benefits

Reducing employee stress creates a healthier & productive workforce



68% of all workers will, at some time, experience workplace problems severe enough to prevent them from coping with day-to-day activities. The National Institutes of Health states "70% of all illnesses is stress related". Psychological problems account for 61% of absences from work each year, 65-85% of employee termination, and 80-90% of industrial accidents. The American Institute of Stress stated in 2000, that an estimated 1,000,000 workers are absent on an average workday because of stress related complaints. Unscheduled absenteeism costs employers as much as \$3,600/ hourly employee per year and \$2,660/salaried employee per year. More than 54 million Americans have a mental health disorder in any given year. Though few than 8 million seek treatment. Two out of ten people suffer from clinical depression that starts with stress. Depression and anxiety disorders - the two most common mental illnesses each affect 19 million American adults annually (1999). The estimated economic burden of depression was \$43.7 BILLION, \$31.3 BILLION for indirect costs such as decreased productivity and lost work days and 12.4 BILLION in direct costs such as medication and physician time (National Mental Health Association, 2000). There are 30 million people experiencing grief each day in the US. Up to one-half of all visits to primary care physicians are due to conditions that are caused or exacerbated by mental or emotional problems (Collaborative Family Healthcare Coalition, 1998)

EAP can be used as a prevention tool.

- It is a form of "managed care"
- It can be a multi-purpose human resource tool
- As a way to show you care
- High return on investment
- Lower medical claims
- Decrease use of mental health insurance
- Increase in employee productivity



2 Kinds of Referrals

Informal

Employee contact

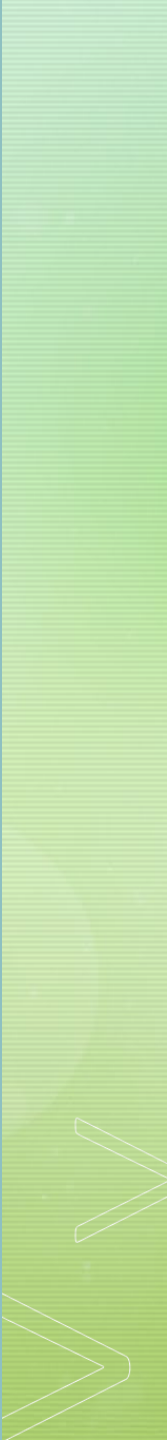
Formal

Management contact





Some of the Reasons to Refer an Employee

- **Violations of organizational policy**
 - **Harassment**
 - **Safety issues**
 - **Threat of violence**
 - **Attendance issues**
 - **Performance issues**
 - **Emotional instability of an employee**
 - **On-the-job impairment or possession**
- 

Spotting the Troubled Employee

- Lateness
- Absenteeism
- Poor concentration
- Decrease productivity
- Unusual behavior
- Increased mistakes and/or accidents
- Friction with co-workers
- Negative attitude
- Difficulty learning from mistakes
- Excessive time on the phone
- Lying



Management Referrals



Management Guidelines

Components of a Supervisory Referral

- **Identification**
- **Documentation**
 - **Observed/suspicious behavior**
 - **Facts - not opinions**
 - **Job performance - not personalities**
 - **Policy violations**
- **Expectation**
- **Time Line**
- **Consequences**

Prior to meeting with the employee, contact EAP to discuss the case and document job performance issue(s)

Private & confidential meeting with the employee to:

- Review the history of event(s) with the employee
- FOCUS on job performance with the employee
- Explain acceptable level of job performance with the employee
- Empathize on consequences if no change is made with the employee
- Can recommend to EAP (this is not part of the process nor can it be mandatory)

No Information Will be Shared Unless a ROI is Signed

- **Attendance:** Is the employee attending their scheduled sessions?
- **Compliance:** Is the employee following the counselor's recommendations?
- **Investment:** Is the employee invested in making changes to rectify their workplace issues.
- **Recommendation(s)** from the EAP counselor

AGAIN NO INFORMATION IS SHARED UNLESS AN RELEASE OF INFORMATION IS SIGNED SPECIFICALLY STATING WHAT CAN BE RELEASED.

Confidentiality

- Confidentiality is paramount to the success of the EAP program.
- Every precaution in protecting the confidentiality of a visit.
- A written and electronic record (date, time, nature of meeting) of your contacts with the EAP will be maintained in a secure manner.
- You have the right to access your file by contacting the Fond du Lac EAP.
- EAP is govern by EAPA Code of Ethics and Standard of Conduct.
- Services through EAP can be at the Tribal Center, within your worksite, off site at a location of your choosing, zoom, or telephone call.
- EAP services are offered 24/7 upon discussion with EAP Coordinator.

Fond du Lac EAP will help assess issues that you are coming in with, or if a supervisory referral, behaviors that have been noted.

A plan of action will then be developed for you that may include a referral to appropriate resource(s) to help you resolve your problem(s). If a referral is made, Fond du Lac EAP will follow up to be sure the referral is satisfactory. In the event that there is no referral, we will still develop an action plan with you.

Information concerning the use of the Fond du Lac EAP will not be given to anyone outside the Fond du Lac EAP without your WRITTEN permission unless required by law. Certain Federal and State laws require EAP staff to report to responsible authorities. Instances when reporting may take place are

1. When a person is a danger to him/herself or others, or
2. When abuse or neglect is involved with a child or vulnerable adult, or
3. When files are court subpoena.

VOLUNTARY PARTICIPATION

Use of the EAP is voluntary. It is the your decision whether to use (or not use) the services available. In some cases, as noted above your employer may require participation in the EAP as a condition of employment or as a part of the company's substance use policy.

COMPLAINTS AND GRIEVANCES

If you have a complaint concerning the Fond du Lac EAP program, the quality of services, or any other aspect of the EAP, you may register a complaint with the Human Resources Director.

Standard Release of Information Format

I understand that this will
include information relating to:

Human Resources Employment

Compliance/Background checks

Drug Testing

Employee Assistance Program

Discipline Actions

Other

The purpose of this release is for:

EAP/Benefits services

Continuity of care

Continual employment concerns /planning

Other:

EAP Management Resource Services

- **EAP Case Management - monitor progress of employees**
- **Training services**
- **Consultation for management**
- **Supervisory coaching and consultation**
- **Policy & Procedure consultation**
- **Critical incident response and follow-up**

QUESTIONS?

Thank you for your time!

Rebecca Provost, MSEd
Employee Assistance/Employee Relations Coordinator
(218) 878-7514 (w)
(218) 390-4993 (c)
rebeccaprovost@fdlrez.com

Monday – Friday
8am – 4:30pm, unless otherwise scheduled