

Let's Talk: Management Consultation

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Hi, I'm going to talk to you about how to refer employees to EAP.

3 types of referrals

There are three types of referrals, an informal referral, a management referral and a mandatory referral. So an informal referral is just simply wanting to support the employee by giving them our information so we can help locate resources and services to help them with a specific need.

A management referral is made when there is a decline in job performance, and it's usually part of a corrective action plan. You refer them to us, so we can help provide tools and resources to address those issues that are impacting their performance. You do need to get a release of information for this type of referral.

The employee will sign a release, so we're able to share info with you. And the last type of management referral is when the employee is at risk for termination. This is the same as the management referral I already spoke about, but in this case, you want updates about your employee and how they are following through with the EAP recommendations.

Again, with this type of referral, it does require a release of information to be signed by the employee.

3 factors to determine which type of referral

There are three factors that determine what type of referral you need. One, is there a job performance issue? Two, is the employee at risk for termination? And three, how much information do you want back from the EAP provider on what steps the employee is taking to address those issues?

Steps to take when making a referral

So before you make a referral, review your policies and consult with human resources. Document performance issues, and start using a performance improvement plan. Then call and talk with a Resources for Living management consultant. They will walk you through the next steps.

Conclusion

And remember, we're here for you. Call us anytime.

Resources For Living

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