

PATIENT RESTRICTED

Coalinga State Hospital

OPERATING MANUAL

SECTION - HUMAN RESOURCES
ADMINISTRATIVE DIRECTIVE NO. 980
(Replaces A.D. No. 980 dated 8/10/06)

Effective Date: July 12, 2007

SUBJECT: EMPLOYEE ASSISTANCE PROGRAM

I. PURPOSE

The Employee Assistance Program (EAP) is an assessment, short-term counseling and referral program designed to assist employees and their family members with personal and/or work related problems. EAP is a constructive resource for the employee and the manager/supervisor. Services provided by the EAP are confidential and voluntary.

II. AUTHORITY

By Order of the Hospital Executive Director; California Government Code Section 19816.16; Executive Order B 96-82; Memorandums of Understanding-Rank & File employees; and DPA Rule 599.931-Non-Represented Employees.

III. POLICY

One of a manager/supervisor's responsibilities is to monitor employee performance. A supervisor may utilize the EAP when an employee's work performance has shown a significant pattern of decline or if the employee indicates there are personal issues that need resolution. It is the responsibility of both the State and the employee to address work performance problems as early as possible. The EAP can be particularly valuable in assisting the employee to address personal problems that may be contributing to the decline in job performance.

IV. METHOD

- A. The EAP is supported by both management and by labor. Personal, behavioral, or health problems can affect an employee's job performance and dealing effectively with those problems can lead to a reduction in absences, on-the-job injuries and increased productivity. The EAP stresses the importance of early intervention.
- B. Additional EAP related services provided include manager/supervisor consultation and referral for employees with job performance difficulties. When a pattern of deteriorating job performance by an employee is determined by the manager/supervisor, the employee shall be offered the EAP.
- C. Critical Incident Debriefing (CID) services are also available through the EAP.

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- D. All services are provided under contract by Managed Health Network (MHN). Locally, the Return to Work Coordinator is the appointed EAP Coordinator, who acts as liaison between Coalinga State Hospital (CSH) and MHN.

V. COVERAGE AND NATURE OF SERVICES

- A. Permanent full time and part time employees and their immediate family members are eligible for EAP services. Qualified individuals have available to them a predetermined number of sessions as articulated in their respective union contracts.
- B. Services available through EAP include counseling for marriage, family and relationship problems, alcohol and drug abuse problems, emotional, personal, and stress-related concerns; legal consultation, financial and credit consultation, childcare consultation, and eldercare consultation.

VI. TYPE OF REFERRALS

- A. Self-Referral – This referral is made by the employee contacting MHN directly. The telephone number for MHN is (866) 327-4762 and may be obtained from the employee's supervisor, the EAP Coordinator, or from posted materials located throughout the hospital. Self-referral services are strictly voluntary and confidential.
- B. Informal Management/Supervisory Referral – A situation, the employee is having a problem, which the manager/supervisor is assisting with at an informal level. The manager/supervisor explains the EAP and provides the employee with the MHN telephone number. The employee makes the contact with MHN and the manager/supervisor will have no knowledge of whether the employee used the EAP.
- C. Formal Management/Supervisor Referral – When a manager/supervisor recognizes that an employee has a serious performance and/or conduct problem, a formal referral will be made. Detailed procedures can be found in the EAP Supervisor's Handbook available from the EAP Coordinator through the Health and Safety Office.
 - 1. While the manager/supervisor is obligated to make the formal referral, the employee's participation is voluntary, and they may decline the referral without penalty.
 - 2. Managers and supervisors will support the EAP as being a non-punitive resource for employees. It is not a subtle form of discipline, or a substitute for sound supervisory practice.

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3. Prior to presenting a Formal Supervisor's Referral, the supervisor/ manager must contact MHN's Management Consultant at (866) 327-4762 to discuss the employee's performance and open a case file. This will ensure specialized service when/if the employee accepts the referral and calls to access services.
4. If the employee accepts the referral, MHN's consultant will schedule an appointment with a counselor whose task is to conduct an assessment. The counselor will meet with the employee to analyze the work performance problem and any underlying personal issues. The counselor will work with the employee to develop a plan of action, and refer the employee to appropriate counseling or community resources.
5. The initial assessment (usually one or two visits) is not counted against an employee's allotted visits/sessions. The employee may use his or her self-referral EAP sessions for additional counseling.

D. CID Referral:

When an employee is involved on the job in either a life-threatening situation where serious bodily harm occurred or could have occurred, or a sexual assault or attempted sexual assault, the program director/department head may refer the employee for a CID. The debriefing is a one-session informational service, which may be provided by MHN (on a fee-for-service basis), by the CSH CID Team, or by referral from the CSH Occupational Health Clinic.



BEN MCLAIN
Executive Director (Acting)

Cross Reference(s):

A.D. No. 977 Critical Incident Debriefing