

ORC:  
OAC:  
CFSR:  
Board:  
Other: \_\_\_\_\_

Review Date: 3/25  
Last Reviewed: 3/22  
Review Responsibility: Executive Council

## **FCCS POLICY & PROCEDURE**

**NO.: 3V**

**SUBJECT: MANDATORY REFERRAL  
TO EAP**

**Approved by: Executive Council  
Effective Date: March 23, 2022  
Date(s) of Revision:  
Applies to: All Staff**

---

### **Policy**

It is the policy of Franklin County Children Services to promote a safe environment for its employees and the families we serve. Children Services is committed to working with-employees to maintain a work environment free from violence, threats of violence to oneself or others, harassment, intimidation, and other disruptive behavior. Children Services is also committed to a non-judgmental, supportive environment for employees who may be victims of family and/or intimate partner violence.

Children Services will support all reasonable efforts made by supervisors and other agency personnel in dealing with violent, threatening, harassing, intimidating or other disruptive behavior in the workplace. These supportive efforts will include but are not limited to referrals to mandated EAP services.

Referrals to mandated EAP services can be initiated for the conditions listed below:

- 1) Employee threatens to harm anyone, including themselves
- 2) Employee admits to substance abuse
- 3) Employee fails a substance abuse test
- 4) Employee performance is negatively impacted in any way

- 5) Employee self-selects manager referral services; and or
- 6) Any other egregious reason not listed above.

### **Procedure**

When any of the conditions aforementioned are met, Human Resources should be notified immediately.

### **Director of Employee Relations or Designee will:**

- 1) Complete **“Management Referral Assessment”** form before calling EAP.
- 2) Meet with the Employee.
  - a) The employee is given the reason for the referral
  - b) Performance expectations are discussed with the employee
  - c) Employee is instructed to contact the assigned EAP Management Consultant within 24 hours and is provided their contact information by Human Resources
  - d) Discuss the Agency expectation of the manager referral process
    - i) Additional mandated appointments can be by outside mental health professional, including the EAP counselor or by HR, on behalf of management, for any negative impact on employee performance.
- 3) HR calls dedicated EAP number so that a Management Consultant can be assigned for the worker.
- 4) Management Consultant will review Management Referral Assessment in initial consultation with HR.

### **EAP Management Consultant will:**

- 1) Once the worker contacts the Management Consultant, they will review Management Consultant’s role and the mandatory referral process
- 2) Provide the Release of information agreement to the worker.
- 3) Discuss confidentiality issues
- 4) Complete telephonic clinical screening and risk assessment
- 5) Arrange urgent/emergent services if indicated and all recommended treatment services.

- 6) Initial evaluation is scheduled by the Management Consultant
  - a) Appointment is scheduled within 24-72 business hours after initial contact with the employee
  - b) Appointment information is shared with the employee.
  - c) Employee is instructed to call the clinician to confirm the appointment and obtain directions to the office or link for tele-visit.
- 7) The provider calls the Management Consultant after the initial evaluation to discuss assessment and share recommendations for treatment.
- 8) Management Consultant calls the referring HR personnel to report compliance and confirm if there is further EAP recommendations.
  - a) Management Consultant provides ongoing verbal and written updates about the employee's compliance to the referring HR Personnel
    - i) Compliance information consists of confirmation that:
      1. employee kept initial appointment
      2. EAP recommendations were made
      3. Employee is/is not complying the with ongoing EAP plan
      4. Employee is/is not engaging with the therapist
      5. Employee completed/did not complete EAP recommendations
      6. *Note:* diagnostic and specific clinical information is not shared with the workplace.
- 9) Management Consultant calls the employee to review the plan, including if additional appointments are needed.
- 10) HR will provide update to the Management Consultant regarding employee's performance in the workplace.
- 11) Management Consultant will maintain ongoing contact with the treatment provider until the employee completes all recommendations or until the manager instructs the MC to close the case.
- 12) Management Consultant provides a "Management Referral Status Report" to the HR representative after each update with the treating provider.
- 13) Management Consultant will notify Human Resources if the employee is non-compliant with recommendations.
- 14) After treatment is completed, the Management Consultant sends a "Management Referral Closing Report" to the HR representative and closes the case.

15) HR representative will communicate status updates, as appropriate, with the employee leadership team.

**Non-Compliance of the Mandated Referral to EAP**

Employees' non-compliance of any steps forementioned will result in a letter of instruction (LOI). Further non-compliance could result in discipline, up to and including termination.