



ADMINISTRATIVE PROCEDURES

Procedure Number: 23-9

Effective Date: 10/01/1998

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County Administrator

SUBJECT: **EMPLOYEE ASSISTANCE PROGRAM (EAP)**

DEPARTMENT RESPONSIBLE: **Human Resources Department**

I. STATEMENT

Pima County provides an Employee Assistance Program (EAP) for its employees and their families. This program is intended to assist employees with personal and family matters requiring counseling, financial and legal advice as well as help with relationship building. These may include but are not limited to alcoholism, drug abuse, mental, emotional, and physical ailments, family problems, financial/legal problems, and stress.

The program provides a resource for employees, household members, spouse, and dependents (up to age 26) to resolve problems and, in the work environment, helps employees cope with personal problems that may impair job performance.

II. PROCEDURES

A. Eligibility

1. The Employee Assistance Program is available to all active employees.

B. Purpose

The Employee Assistance Program will:

1. Provide employee assistance services to the employee, household members, and dependents up to age 26. Services with a counselor are limited to ten (10) per fiscal year per issue except as provided in Section V below.
2. Assist employees whose declining job performance may be related to personal problems.
3. Allow employees to voluntarily participate in the program.
4. Provide for mandatory participation for issues involving workplace violence, when referred.

5. Adhere to Merit System Rules and Personnel Policies.

C. Operating Procedures

1. The following is the procedure for voluntary EAP use:
 - a. An employee, household members, and/or dependents up to age 26 may use the services of EAP by calling the number available on the Benefits web page. This self-referral is strictly confidential.
2. The following procedure shall be used for a management referral to the EAP:
 - a. The employee's supervisor or manager recommends to the Appointing Authority (or designee) that the employee be referred to the EAP for problems affecting job performance when deemed advisable or previous attempts to help the employee have failed.
 - b. The Appointing Authority (or designee) reviews the recommendation and determines whether or not to make a referral. NOTE: This in no way prevents the Appointing Authority from initiating a management referral without a recommendation from the employee's supervisor or manager as long as the employee's supervisor or manager is made aware of the referral.
 - c. The Appointing Authority (or designee) will call EAP at the number available on the Benefits web page to speak directly to a management consultant.
 - d. The EAP management consultant will fax the Appointing Authority (or designee) the Management Referral Form available on the human resources website or from a department benefits representative, as well as provide their direct/confidential phone line.
 - e. The employee's supervisor will notify the employee that the referral is being made and will provide the employee with the Management Referral Form and the Pima County Confirmation of Attendance Form, available on the human resources website or from a department benefits representative, as well as the assigned management consultant's direct-confidential phone line. Both forms are used for attendance information only.
 - f. Once the Management Referral Form is signed by the employee, the Appointing Authority, manager or supervisor must fax the signed form back to the management consultant.
 - g. An Appointing Authority or designee must issue a management referral to employees involved in workplace violence. Attendance by the employee is mandatory.
 - h. Appointing Authorities, managers and supervisors will not be provided information unless the employee signs the Management Referral Form allowing EAP to release information. Confidentiality must be protected.

- i. The employee must take the Pima County Confirmation of Attendance Form (available on the human resources website or from a department benefits representative) to the appointment and ask the EAP management consultant to complete. The employee must return the completed form to his or her supervisor.
- j. Failure to accept a referral and complete the process may be grounds for corrective action up to and including dismissal or termination.
- k. Management referral appointments scheduled during regular work hours will be considered paid time, to include travel time to and from the location of the appointment.

III. **RESPONSIBILITIES**

The Human Resources Department is responsible for contracting with the service provider for Employee Assistance Program services, for notifying employees of the availability of the program and related services, and for assisting management with EAP referrals.

IV. **GUIDANCE**

Any questions regarding the Employee Assistance Program should be directed to Human Resources Benefits at 724-8464.

V. **TRAUMATIC EVENT COUNSELING FOR PUBLIC SAFETY EMPLOYEES**

Provides up to twelve (12) visits per year of licensed counseling for public safety employees exposed to a traumatic event in the course of duty.

A. Eligible Employees:

1. "Public Safety Employee" as defined in A.R.S. § 38-672 means:
 - a. An individual who is a member of the public safety personnel retirement system or the corrections officer retirement plan.
 - b. A probation officer, surveillance officer or juvenile detention officer who is employed by Pima County.
2. Peace officers do not meet the statutory definition of public safety employee under A.R.S. § 38-672. They are eligible for traumatic event counseling pursuant to AP 23-51 under A.R.S. § 38-673. However, should peace officers instead desire to receive traumatic event counseling through EAP, they are permitted to participate for up to 12 sessions in lieu of their counseling sessions pursuant to AP 23-51 and A.R.S. § 38-673.

B. Types of Events Eligible for Traumatic Event Counseling:

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1. Visually witnessing the death or maiming or visually witnessing the immediate aftermath of such a death or maiming of one or more human beings.
 2. Responding to or being directly involved in a criminal investigation of a dangerous crime against a child punishable under section A.R.S. § 13-705.
 3. Requiring rescue in the line of duty where one's life was endangered.

C. Access

To access this service, public safety employees will call EAP at the number available on the Benefits web page.

VI. MANAGEMENT REFERRAL PROCESS

Management Referrals are available as a benefit under Pima County's EAP contracts. The process allows management to send an employee in need of assistance to an EAP provider for evaluation purposes. Such a referral is typically based on safety and/or other concerns and evidence of a serious decline in job performance that could affect continued employment.

A. Referral Procedure:

1. Call EAP (number available on the Benefits web page).
2. If a manager/supervisor wishes to give additional information to the EAP management consultant, he/she may call the office and discuss the case with a management consultant, or management consultant supervisor. The caller should be prepared to respond to the following questions:
 - a. What is triggering this referral?
 - b. What recent event prompted this request?
 - c. How long has there been a problem?
 - d. What previous incidents have occurred?
 - e. What has the organization already done to attempt to correct the problem?
 - f. Was there any improvement?
 - g. What are your expectations regarding this referral to EAP?
 - h. To what specific questions are you seeking answers? (e.g., Fitness for duty concerns)
 - i. To whom should the EAP management consultant provide information?
3. The EAP management consultant may receive information but, without a Management Referral Form signed by the employee specifying with whom the counselor may discuss the referral, the management consultant cannot give any information. EAP or a contracted provider will notify the employer when an employee referred by management keeps the management referral appointment(s) following a management referral and/or when a meeting is held during the employee's work hours by signing the Pima County Confirmation of

Attendance Form provided by the employee. The employee must return the Confirmation of Attendance Form to his or her supervisor.

- B. Important points to remember when considering a Management Referral:
1. Management referrals are typically seen within forty-eight (48) hours. If there is a serious safety concern, call 9-1-1 or other emergency response service.
 2. Ongoing communication between the EAP counselor and the referring organization is strongly recommended to ensure the best possible outcome.
 3. While the EAP counselor may recommend ongoing counseling, only the employer can require attendance as a condition of continued employment.
 4. If problems with the employee continue or new concerns arise, a follow-up management referral may be indicated. Call the appropriate EAP consultant to discuss this additional step.
- C. Another tool for dealing with difficult employee situations is the Supervisory Consultation, a confidential discussion between a manager/supervisor and an EAP management consultant. These consultations may be initiated by calling the phone number listed on the Benefits web page. They are intended to answer questions or provide direction regarding a supervisory problem whether or not a management referral is involved. Although a supervisory consultation is not a prerequisite for making a management referral, it can be an additional resource.
- D. If supervisors and managers wish to take concerns beyond the management consultant counselor level, they may request to speak with a management consultant supervisor.