

## Supervisory Referrals

When your best efforts as a supervisor do not help employees with problems function on the job, talking with a counselor may help. Supervisors may call EAP for advice in dealing with employees or can refer employees for counseling. They may also choose to meet with a counselor to discuss ways to help their employees. Since all services at EAP are voluntary, employees can not be required to attend counseling, however, a supervisory referral shows a strong expectation that the employee will work to resolve their problems.

The following is a brief description of the 3 types of referrals which may be utilized by a supervisor:

**A Formal Supervisory Referral** is initiated by a supervisor seeking consultation regarding a troubled employee or seeking direct services for an employee placed on formal evaluation. This type of referral serves as an option for the employee and/or supervisor to obtain additional assistance when needed. The supervisory referral is made because of a concern for the employee's A) on-the-job behavior; B) job performance; or C) attendance record. Limited feedback regarding initial contact, treatment plan, attendance, and overall progress may be provided to the supervisor making a formal referral.

**Policy For Granting Time During Duty Day To Receive EAP Services.** Whenever possible, employees are encouraged to make appointments with EAP counselors during non-working hours. If necessary, leave time for appointments can be requested from supervisors, who will refer to school district guidelines for authorizing annual leave or leave without pay. Sick leave may also be granted as it is for other medical purposes.

## Other Services

When problems between employees cannot be easily remedied, EAP counselors provide mediation and conflict resolution services to help employees develop their own solution to problems.

Supervisors may call EAP and request training and workshops for role groups or specific work groups. Also teambuilding specifically designed to meet the needs of each work group can improve overall team performance and communication.

We encourage supervisors to contact the EAP when dealing with a suicidal employee. Risks to the employee can be reduced if a mental health professional is consulted immediately to assess the situation. Assessing the threat of suicide or harm to others can be extremely stressful for supervisors, therefore we ask supervisors to contact our office for support in making these decisions.

**An Informal Supervisory Referral** is like the formal referral, except that the supervisor will not receive any feedback on the employee. A supervisor will normally use this type of referral when there are concerns about an employee and the supervisor feels that the EAP counselor should have background information regarding the employee, but does not feel the need for any feedback about the employee's involvement with the EAP.

With both the formal and informal referral, the supervisor will call EAP and provide the relevant background information to a counselor who will then formulate a plan for working with the employee. The supervisor then sits down with the employee and explains that he/she has been referred to the EAP and that the employee needs to call and schedule an appointment.

**Self Referral.** As a supervisor you may suggest EAP services to a troubled employee. The employee then contacts the EAP program directly for services. With this type of referral you are suggesting to the employee that services are available, and then the employee makes the decision of whether or not to use the services.

Administrators/Supervisors, were you aware that all APS employees and their eligible family members are able to receive assistance from the EAP for problems that may affect functioning at work?

The EAP provides services, either directly or through a referral system, to help employees with the following problems:

- Personal issues
- Stress
- Relationship/family
- Alcohol/drug abuse
- Work conflicts

Other specialized issues

As a supervisor you may be able to help your employees by guiding them toward these services. EAP support may help employees deal effectively with problems so that employees are able to maintain high job performance levels.

## APS Employee Assistance Program

City Centre  
6400 Uptown Blvd. NE  
Albuquerque, NM  
87110  
884-9738

Suite 480 West  
Tower

Albuquerque  
Public Schools

Employee Assistance  
Program

Supervisor  
Information



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