

EMPLOYEE ASSISTANCE PROGRAM

*Workplace Management
Support Services*



ARCHDIOCESE of MILWAUKEE
St. Raphael
Health Plan
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**Employee Assistance Program:
Workplace Management Support Services
Call 1-866-248-4094 to begin a consultation.**

The Management Consultation program is an EAP resource for human resource professionals, managers, and supervisors. Consultations are unlimited and can be used on an as-needed basis.

- Optum management consultants (MCs) are a team of licensed professionals that are trained in EAP workplace and organizational dynamics as well as behavioral health concerns.
- Services are designed to provide support for workplace issues and for employees experiencing job performance concerns when a personal, emotional or behavioral problem is suspected of interfering with the employee's ability to meet the expectations of his/her job position.
- Some of the most common reasons that managers seek assistance with a workplace concern are:
 - Changes in employee behavior impacting his/her performance
 - Help an employee access appropriate mental health referrals
 - Organizational change and downsizing
 - Workplace violence or threats (risk to self or others)
 - Trauma or death of employee impacting the workgroup
 - Suspected substance abuse
 - Communication strategies
 - Identifying and supporting employees at risk for harm to self or others

The Management Consultant's role is to provide:

- Coaching and consultation
- Coordinate and monitor EAP plan recommendations
- Report adherence to referring manager

Manager's role:

- Stay focused on observed behaviors
- Stay focused on performance concerns
- Document observations
- Clarify performance expectations to the employee

Management Referral Process

1. Manager contacts EAP at 1-866-248-4094 and speaks with a Management Consultant for an initial consultation.
2. The MC provides support to the manager and gathers information and assesses the situation to help the manager identify specific behaviors, assess their duration and severity, potential for safety concerns, and relevant company policies to support the manager in addressing the behaviors and any disciplinary action taken to date.
3. The MC develops a plan of action including problem solving and strategizing with the manager on the best course of action, and whether a management referral is appropriate.
4. The manager meets with the employee to review performance and adherence to management referral expectations. The manager secures the employee's signature on the Optum Release of Information (ROI) consent form.
5. The Management Consultant conducts initial telephonic clinical screening with the employee and schedules a face-to-face evaluation with a network EAP clinician.
6. The Management Consultant provides ongoing adherence reports to the referring manager. No clinical information is disclosed.

Most Common Referral Types to EAP

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SELF REFERRAL

- Employee initiated
- Confidential
- No information released to the employer

INFORMAL

- Employee discloses personal or family problems
- Manager observes performance concern or behavior change
- Employee access of services remains confidential
- Opportunity for early intervention

MANAGEMENT

- On-going concern about a documented performance problem or behavioral disturbance
- Employee signs Optum Release of Information
- Adherence reports provided to referring manager
- Follow company policy and procedures