

DEPARTMENT OF MILITARY AFFAIRS
STATE HUMAN RESOURCES
PRACTICE AND PROCEDURE MANUAL

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SUBJECT: Employee Assistance Program

SECTION: Employee Services/Programs

I. PRACTICE

- A. The Employee Assistance Program (EAP) is designed to assist in the early prevention, early identification and resolution of behavioral, medical and productivity problems associated with employees affected by personal concerns. These include, but are not limited to: health, marital/relationship, family, financial, alcohol, drug, legal, emotional, stress, workplace conflict or other personal concerns which may adversely affect employee job performance.
- B. In accordance with federal regulation, state rules, and agency policy, EAP contacts are held in strict confidence and do not become part of the employee's personnel file. Counselors cannot release information to anyone except under the following conditions: written consent from the employee or family member who is the recipient of services; suspected child/elder abuse/neglect; potential danger to self or others; threatened or actual significant damage to state property or operations; subpoena; and limits set by state and federal regulations. If information is released under this provision, it shall be released only to appropriate individuals or organizations.
- C. The Department has a contract with LifeMatters, an Employee Assistance Services Company, to provide free and confidential problem assessment services as well as many other services 24 hours a day, every day of the year. LifeMatters counselors are certified, experienced professionals who know the treatment community's providers, staffs, programs and referral procedures. They know the health care network and how to effectively access it.

II. POLICY

- A. The Department of Military Affairs (DMA) is committed to providing support and benefits to its employees, which will help each person to attain full job potential and maintain or strengthen his or her own sense of well-being. The services of the DMA Employee Assistance Program are available to all employees and family members.

- B. The primary purpose of this program is to reduce the suffering and loss of human resources resulting from employee personal or family problems by (1) assisting in the early identification of such problems, and (2) evaluating the problem and making recommendations or, when needed, identifying and helping contact appropriate resources in the community where further assistance can be obtained.
- C. All information received from an employee will be kept confidential and will not become part of the employee's personnel record. LifeMatters must receive the employee's consent to confer with the employee's Supervisor or another employee. Under no condition will any information specific to an employee be used without that employee's written consent.

III. PROCEDURE

- A. Identification: DMA recognizes that a number of situations not directly associated with an employee's job function can have an effect on job performance. In most instances, the employee will overcome personal problems independently and the effect on job performance will be negligible.

In some cases, however, neither the efforts of the employee nor the Supervisor will have the desired effect of resolving the employee's problems, which could result in continued unsatisfactory performance over a period of time, either constantly or intermittently.

- B. Self-Referral: Employees with personal problems are encouraged to seek assistance on their own initiative before health and job performance is adversely affected. An employee can initiate discussion of his/her difficulties on a completely confidential basis, with LifeMatters.
- C. Supervisory Referral: When there is a problem with tardiness and/or absenteeism, or job performance falls below the expected standards of the job, the Supervisor should work with the employee to correct the attendance or performance problem. An agreement that includes a reasonable timetable should be negotiated between the Supervisor and the employee to improve the performance problems or to correct attendance problems. If the employee indicates that personal problems are causing the attendance and performance problems, the Supervisor should encourage the employee to seek advice from LifeMatters.
- D. Employee Option: At all times, it is the prerogative of the employee to accept or reject referral and treatment. Whether the employee elects to accept or reject referral for assistance with his/her personal problems, it becomes the responsibility of the employee to bring his/her job performance up to standard or face such discipline as might be appropriate.

- E. Confidentiality: All information received from an employee by LifeMatters will be kept absolutely confidential. Under no condition will any information specific to an employee be used without the employee's explicit consent. Information will not be part of the employee's personnel record but will be kept only by LifeMatters.
1. Confidentiality regarding EAP referral and/or participation must also be maintained throughout formal disciplinary actions.
- F. Leave Time: The time required for the interview between the employee and LifeMatters is considered normal work time and requires the use of no leave time.

Help is immediately available by calling LifeMatters at 1-800-634-6433 or mylifematters.com.