

Manager's Guide to the Employee Assistance Program (EAP)

Presented by
CIGNA Employee
Assistance Program



Seminar Goals

- Understand the benefits of the EAP
- Learn how to use the EAP as a management tool
- Learn the steps to successfully refer troubled employees to the EAP



What is an EAP?

An EAP is a benefit that is paid for by the company to assist employees and their household members in obtaining help for a wide variety of issues.

These problems may include: issues with family, alcohol, drugs, emotions, stress, legal or financial questions.



Benefits of the EAP

- Face-to-face counseling
- Telephonic consultation
- Prepaid—no cost to employee
- Household benefit
- Confidential
- Available 24 hours a day, 7 days a week
- Appointment available within 2 business days



Information Services

Child Care

- Daycare centers
- Family daycare homes
- Nannies and au pairs
- Residential camps
- Adoption
- Special needs
- Prenatal classes

Senior Care

- Nursing homes/
long term care
- Assisted living
- Home care agencies
- Adult day care
- Senior centers
- Support groups



Information Services

Life@Work

- Working with others
- Workplace conflict
- Working overtime
- Managing up
- Balancing work and life

Financial Resources

- Spending habits
- Managing debt/credit
- Budgeting strategies
- Debt consolidation

Pet Care Services

- Veterinarians
- Pet insurance
- Pet sitting
- Obedience training



Information Services

Legal Services

- Family law—divorce, custody, child support
- Housing and real estate
- Landlord/tenant disputes
- Financial/tax issues
- Wills
- Personal injury
- Adoption

**Please note, the EAP cannot answer questions about employment law.*



Information Services

Healthy Rewards

Discounts on services/supplies for:

- Acupuncture
- Chiropractic care
- Massage therapy
- Fitness clubs
- Walk 10,000 Steps a Day™
- Eye exams & eyewear
- Lasik Vision correction
- Hearing exams & aids
- Tobacco cessation products & programs
- Weight management programs
- Registered dietician consultations
- Natural supplements
- Magazine subscriptions & books
- Anti-cavity products
- Health & wellness products



Information Services

Online Services at www.cignabehavioral.com:

- Provider Directory
- Article Library
- Self-assessment tools
- Healthy Rewards Online
- Quarterly Awareness Series
- Online Access and Referral



Information Services

Enhanced Financial Services

(for companies that have purchased this enhanced service)

- 30 min. free consultation with financial planner, accountant or other finance professional
- Budgeting strategies
- Managing credit/debt
- Tax planning
- College and retirement savings



Information Services

Convenience Services

(for companies that have purchased this enhanced service)

- Home management
- Recreation and leisure
- Event planning
- Travel



Referrals to the EAP

- Self Referrals 97%
- Supervisor Referrals 3%



Why Should You Refer an Employee to the EAP?

- It demonstrates compassion and caring for your employees.
- It can prevent personal issues from interfering with workplace functioning.
- It may help protect your company from liability and litigation



Performance Management Team

■ Human Resources

- Company policies and procedures
- Progressive discipline

■ The EAP

- Consultations/behavioral expertise
- Referrals for assessment/counseling

■ The Manager/Supervisor

- Communicates expectations/consequences
- Monitors performance



How Can You Use the EAP?

- Consultation for managers, supervisors, and human resource staff regarding employee behavior/performance problems.
- Assistance with safety planning and intervention around potential workplace violence issues or suicide concerns.
- Formal referrals to the EAP as part of performance improvement plans
- Informal referrals to the EAP



Informal EAP Referrals

- Employee reveals personal problem to you
- No major performance problems
- Tell employee about EAP and give number
- Employee calls EAP him/herself
- Manager not involved further



Formal EAP Referrals

- Pattern of performance problems
- You want to use EAP as part of corrective action plan
- You want reports on compliance with EAP recommendations
- Referral may be mandatory, i.e. “continuation of employment” referral (consult your Human Resource Department)



Formal Referrals – Procedures

- Consult your Human Resources Department
- Call EAP before meeting with employee.
- Give us employee's name and details.
- We will fax you a Release form for employee to sign.
- Have meeting with employee.
- Give EAP # and have employee call for appointment.
- EAP consultant informs you of EAP attendance, recommendations, and the employee's initial compliance with the recommendations.



Critical Incidents

- The EAP can provide on-site or telephonic support to employees after a traumatic or tragic event.
- An EAP Provider can be dispatched to the workplace to facilitate a group meeting and/or meet with impacted employees individually.
- The EAP can provide the workplace with informative handouts on a number of related topics.



Examples of Critical Incidents

- Death of an employee or family member on or off site
- Workplace injury or accident
- Natural disaster
- An act of violence at or near the workplace
- Robbery
- Job termination, group layoffs



Goal of Critical Incident Response

- To return employees to normal, productive functioning as quickly as possible by addressing the following :
 - *Need for information*
 - *Need to talk about it*
 - *Need to understand one's reactions—physical, mental, emotional and interpersonal.*
 - *Coping skills*



Training and Policy Consultation

- Wellness seminars
- Management training
- Organizational consultation regarding EAP-related workplace issues, government and industry regulations, and policy development



How to Access EAP

**Call your toll-free access number
24 hours a day, 365 days a year for:**

- employee access to all services
- management referrals and consultation
- critical incident response



Engaging employees to use EAP services

■ **Communicate early and often.** Maintain employee awareness of EAP services through **recurring** communication during and following enrollment. The most popular methods of regular communication were: a) monthly emailed articles or newsletters, b) periodic telephonic seminars, and c) printed materials, brochures, and posters in all public spaces (lunchroom, restrooms, and hallways).

■ **Supervisors can educate and refer.** When coaching or assisting employees, supervisors are key in reminding employees of their EAP benefits and helping them with contact information to access needed resources.

■ **Critical Incident services** can drive employee interest if they are specific to workplace needs where EAP services are presented as a solution.

■ **Use the EAP Booster Kit** for materials to keep employee awareness high.



Introducing the EAP Booster Kit

■ Account Resources

- [Telephonic Seminars and Downloadable Audio](#)

■ Employee Resources

- [Awareness Series & Communication Materials](#)
- [Home Mailing Letter](#)

■ Supervisor/Manager resources

- [Manager's Guide \(PDF\)](#)
- [Manager EAP Orientation](#)
- [Telephonic seminars](#)
- [Checklist for Identifying Problem Employees](#)
- [Critical Incident Response Services](#)
- [Disaster Management](#)
- [Management Consultations](#) (available on an unlimited basis)
- [Organizational Consultations](#)

Contact your CIGNA Account Manager for details and a demonstration.



Summary

Working with an EAP Consultant can help you determine a plan of action that may include a conversation with the employee, a written or verbal warning, and/or a referral to the EAP.

Using the EAP can make your job easier—and less stressful.

