

Supervisory EAP Assessment Guidelines

Purpose of Supervisory EAP Assessments

The primary purpose of a supervisory EAP assessment is to improve job performance. Clinical issues, symptoms and/or diagnoses are only relevant when considering solutions for the performance problems. Supervisory EAP assessments **are not** about problems with the employer (e.g., bad management, bad policies, etc.).

Role of Assessment Counselor

It is the responsibility of the assessment counselor to help the client understand the job performance problem as presented by the employer and to help the client create a solution to the problem.

Types of Supervisory EAP Assessments

Formal - Required by the employer for less than terminable offenses

Mandatory - Required by the employer as part of a last chance agreement and usually associated with a terminable offense

Available Sessions

All supervisory EAP assessment clients are required to attend at least two assessment sessions. Assessment counselors are encouraged to use A2, A3, and/or STPR as problem solving sessions or as a bridge to treatment. At the very least, the second session is to be used to assess the success of the problem solving strategies created in the first session. This may include using assessment or STPR sessions to follow-up with clients who are involved in treatment.

Information Needed by Account Executives

For all supervisory EAP assessments, the assessment counselors will provide to the Account Executive the following information within **24 hours** of the first session:

- Whether or not the client attended the session
- Brief summary of recommendations, including date of second session. Clinical information is not necessary.
- Confirmation that client has signed release of information

If the Account Executive is not available, the information may be left with the on-call Account Executive. A voice mail message may be left for the Account Executive.

Communicating with Treatment Providers

For all supervisory EAP assessments that result in treatment recommendations, the assessment counselors will also communicate with treatment providers telling them the name of the client and the reason for the referral including information about the job performance problems. Further, they will also provide the following information to the Account Executive:

- Therapist name (including correct spelling)
- Clinic Name and Phone Number
- Signed Release of Information (Client signs release for treatment provider to talk to EAP)
- Treatment plan recommendations

Clients Currently in Treatment

Although a client may already be in treatment, the client must attend the supervisory EAP assessment. The assessment counselor will determine if the treatment provider is appropriate given the reason for the supervisory EAP assessment. If appropriate and on-going treatment is recommended, the assessment counselor will forward the treatment provider information on to the Account Executive as noted above. If the treatment provider is not appropriate, the assessment counselor will make an appropriate recommendation and follow the procedure for communicating with Treatment Providers.