

EAP

*Employee
Assistance
Program*

**YOUR EAP IS
SIMPLE TO USE.
IT IS CONFIDENTIAL.
IT HELPS.**

Connect with
a counselor at
800.550.6248
or through *MCIT*.
AllOneHealth.com



Minnesota Counties Intergovernmental Trust

Supervisor Information

What Is the Supervisor's Role with the EAP?

Supervisors are in a key position to motivate employees who are having performance issues. Offering the EAP as a voluntary option to an employee can increase the likelihood of positive change in the employee's performance at work.

Supervisors monitor employee job performance and must learn to recognize when an employee is having difficulty performing his or her job. It is important not to diagnose personal problems. Conversations with the employee should remain focused on job performance.



PROGRAM FEATURES

- Voluntary
- Confidential
- No-cost counseling for personal concerns (up to six sessions)
- No-cost phone consultation for supervisors (unlimited)

What Is an Employee Assistance Program?



An Employee Assistance Program (EAP) is a risk management tool designed to help employees identify and resolve problems that may impair their performance at work. It is a voluntary program designed to assist employees and their dependents with difficult personal issues through access to professional counselors.

Why Does MCIT Invest in an Employee Assistance Program?

MCIT provides the EAP to its members because it assists them in identifying risks and mitigating exposures. The costs associated with dealing with distracted or difficult employees, defending lawsuits, seeking legal advice, training new staff, low employee morale and lost productivity support the importance of offering an EAP.

EAP and Confidentiality

EAP counselors are required by state and federal laws to protect the confidentiality of anyone using the program. You will not know an employee has chosen to seek assistance unless he or she chooses to tell you. The EAP design includes a written informed consent mechanism that allows information to be released only with the employee's or dependent's written permission, or as required by law.

Consultation or Counseling Questions: Call 800.550.6248



Coaching for Supervisors

As a supervisor, you may face circumstances with an individual or the staff as a whole that you need help handling. The EAP offers phone consultation and coaching to help you sort through concerns and find the best way to respond to employees and manage difficult workplace situations. You are encouraged to contact the EAP for coaching related to:

- Employee behavior
- Job performance concerns
- Team dynamics
- Critical incident or grief-related concerns in the workplace
- Dealing with change and transition within work teams
- Strategies to recommend the EAP to employees
- Other challenges related to being a supervisor

Recognizing Changing Behaviors

A consistent pattern of one or more of the following can indicate changing behaviors that may be due to an emotional or personal issue or substance use that may be affecting an employee's job performance:

- Moodiness
- Tardiness, recurrent absenteeism or on-the-job absenteeism
- Memory problems or lapses
- Decline in personal appearance
- Increased errors
- Direct indications of intoxication on the job
- Accidents
- Missed deadlines
- Poor concentration, inconsistent performance
- Poor relationships with co-workers

Recommended Steps to Take as a Supervisor

When poor or declining job performance are recognized, bring the problem to the employee's attention and allow time for improvement. Always work within your employer's personnel policies and procedures.

- **DOCUMENT PERFORMANCE ISSUES:** Keep an up-to-date file of the employee's work performance, noting specific behaviors (what you see and hear).
- **TAKE ACTION:** Consult with the Human Resources department or the Employee Assistance Program. Then talk to the employee about his or her job performance. Remember, behaviors are what you see and hear. They are facts and should be documented. Do not diagnose an employee; leave the diagnosis to the EAP professional.
- **OFFER THE EAP AS A VOLUNTARY RESOURCE:** The EAP can be an effective resource for addressing any problem. The voluntary nature of the program fosters a collaborative, productive process more likely to yield positive results for the employee. Emphasize the confidentiality of the EAP. No one will know the employee has used the program.
- **FOLLOW UP AND RECOGNIZE IMPROVEMENT:** Meet with the employee on a regular basis. Commend progress and identify ongoing problems. Follow through on consequences when appropriate. If the employee is away from the work setting for a period, reintegrate him or her to the workplace by reviewing work objectives and clarifying expectations.

Special Services

AllOne Health offers a variety of services in addition to the EAP that are outside of the contract with MCIT. These services are available to members on a fee-for-service basis.

- **CRITICAL INCIDENT STRESS DEBRIEFING:** When a traumatic event affects the workplace, members can request that a AllOne Health counselor visit the workplace and meet with those who experienced the event and help them cope with it.
- **ORGANIZATIONAL DEVELOPMENT:** Services include facilitating conflict resolution, coaching for executive and supervisory skills, and training on group skills. Organizational development can help identify overall work environment issues with the goal of resolving them.
- **WORKSHOPS AND SEMINARS:** AllOne Health can custom design employee or supervisor training and development workshops, seminars and retreats.



MCIT partners with AllOne Health, a behavioral health care corporation, to administer the Employee Assistance Program. AllOne Health is experienced in providing services to counties, cities and the federal government with hundreds of qualified counselors accessible across the state.

With decades of experience providing employee services to Minnesota counties, AllOne Health brings its reputation of excellence, creativity and innovation to MCIT's members.



EMPLOYEE ASSISTANCE PROGRAM PROVIDED BY:

Minnesota Counties Intergovernmental Trust

For more information about the EAP program (not for counseling services):

CALL 866.547.6516 | VISIT MCIT.org