



# Procedural Referral

If you could save a valued employee that has a work performance issue, would you?

*A responsible Supervisor/Manager can be the best resource for a troubled employee.*

To get started, contact your Account Manager at 1-888-327-4636.

We'll review the situation with you and determine what is the best solution to fit your needs. We're here to provide valuable assistance in making the process successful. AWP Case Management staff will provide management consultation, follow-up and compliance monitoring.

*AWP's success rate is 90% for retaining employees completing the Procedural Referral Process.*

**1-800-343-3822**  
**TDD 800-448-1823**  
**AM@alliancewp.com**  
**www.awpnow.com**

## *Solving Job Performance Issues*

**The stress and cost of replacing an employee can be daunting.**

*A portion of any labor force is experiencing personal problems at any one time. Such problems develop at all levels of the work force; no one is immune from personal difficulties. The EAP is there for your use with an employee whose work is deteriorating or not up to par.*

*Employee issues arise when stress levels climb. It's not unusual for an employee's personal life to impact their professional life. It's also possible that a temporary lapse of judgment can impact an employee's work performance. To maintain a healthy and productive work environment, it's important to make sure unacceptable behavior does not turn into tolerated behavior.*

### **Frequent reason for Procedural Referrals:**

Aggressive behavior	Substance abuse
Suicidal ideation	Work Performance
Co-Worker Relationships	Safety
Aberrant Behavior	Absenteeism/Tardiness
Written Warning	

AWP offers the Procedural Referral service to address employee behavior that is impacting your workplace. To address the performance issue, the employee will have the opportunity to meet with a counselor regarding their work performance issue at no cost to the employee. This confidential service allows the employee to get the help they need to get back on track.

*Here for you as life happens ...*

alliance work partners  
A **Wap** Program





**A Procedural Referral is a formal recommendation by Human Resource personnel or a point-of-contact Supervisor to contact the EAP and follow their recommendations.**

*The primary function is to give the employer an avenue for the employee to address existing work problems, or situations which are on the way to becoming problems. Existing problems include work performance issues like absences, tardiness, unacceptable conduct, missed deadlines, threat of violence, and coworker conflicts. Simply put, if a supervisor refers an employee to the EAP, the supervisor is giving the message to the employee that their services are valued by the organization.*

**Procedural Referrals** with a signed release of information provide the employer with a tool to verify that the employee has attended EAP counseling and complied with recommendations.

Here is how the process works.

1. The primary contact for procedural referrals within the organization makes a call to the EAP (Alliance Work Partners) at **1-800-343-3822** for an initial consultation with an Intake Counselor. Clearly state you are making a formal referral. The Intake Counselor will ask a series of questions. Be prepared to discuss all issues of concern and what changes are needed. At the end of the consultation, the Intake Counselor will require the employee call back to set up an appointment and will note in the system this is a formal referral.
2. Human Resource/Supervisor meets with the employee to discuss presenting workplace issues, review disciplinary process and request the referral to the EAP. NOTE: If you would like to expedite the process of getting information quicker from the EAP, you can obtain a Limited Release of Information from the Intake Counselor and have the employee sign it when you meet. This release of information allows Alliance Work Partners to inform the workplace of the employee's attendance and compliance with the Procedural Referral process.
3. The employee then contacts the EAP at **1-800-343-3822** to schedule an initial face-to-face assessment with a qualified counselor.
4. Please contact our Case Management Department during the Procedural Referral process if you have any questions or concerns regarding the referral. We value your feedback and want to ensure that you are receiving the service that you expect from us.