Washington State EAP Overview

Washington State University

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Who We Are

50 Years of Service
For 50 years, the Washington State EAP has supported the wellbeing of public employees to promote a resilient and productive workforce.

Dedicated Team
EAP team’s home is the Department of Enterprise Services (DES) agency, Workforce Support and Development (WSD) division. We are public service employees supporting public service employees.

Support for You
The EAP supports public employees and/or family members, helping them identify and resolve personal concerns that may affect job performance.
The legislature finds that:

1) Assisting employees in resolving personal problems that impair their performance will result in a more productive workforce, better morale, reduced stress, reduced use of medical benefits, reduced absenteeism, lower turnover rates, and fewer accidents;

2) A substantial number of employee problems can be identified, and the employees referred to treatment by an employee assistance program;

3) The state, as an employer, desires to foster a working environment that promotes safety and productivity as well as the health and well-being of its employees.”
Why EAP?

Goal 5: Efficient, Effective and Accountable Government

✓ Employees are engaged in the workplace
✓ Employees experience high job satisfaction
✓ Leaders create a culture of respect, cooperation, and teamwork
✓ Managers provide feedback to improve performance
Organizations We Serve

Over 100,000 state, higher education, and other public service employers, such as:
Who We Serve

• Over 100,000 public service employee and their household adult family members have access to EAP services

• Services for tailored for all employees

• Specific services for supervisors, leaders and human resources professionals
What Concerns Can You Bring to EAP?

- Life and work changes
- Stress management
- Financial and legal concerns
- Relationship improvement
- Family & parenting issues
- Grief & loss
- Domestic Violence
- Anxiety and depression
- Substance misuse
- Bullying & harassment
- Crisis support and management
EAP Services

- Intake, Assessment and Short-term Counseling
- Organizational Consultation
- Critical Incident Response
- Awareness and Education
- Work/Life Resources
- 24/7 phone support
The Intake Process

• Submit a Client Intake Form from the Employees page.

• Within 1 business day of receipt of the intake form, a link to the EAP Intake Calendar is sent to schedule the intake appointment.

• Schedule the intake appointment and receive an automated email appointment confirmation, including a Teams link for the appointment.

• Meet with a Masters-level, licensed EAP Intake Counselor.

• At the intake appointment, you and the EAP Intake Counselor may:
  • Spend 5 to 10 minutes describing what brings you to the EAP and what you help you hope the EAP can provide
  • Discuss the concern’s current impact on your wellbeing
  • Discuss resources and referrals
  • Identify next steps, including a referral for short-term, 3-session counseling to support you in your efforts to improve your wellbeing
The Intake-to-Referral Process

If a referral for short-term counseling is indicated:

• The intake counselor will identify an EAP Counselor or EAP Network Provider, considering several factors – availability, client criteria, clinician’s area of interest, nature of concern, etc.

• If the referral is to an EAP Counselor, the Intake Counselor will schedule the first appointment on the counselor’s calendar.

• If the referral it to an EAP Network Provider, the Intake Counselor will create an authorization and send it to the provider. Providers must accept or decline the referral within 2 business days.

• If the provider accepts the referral, the provider contacts the client directly to schedule the first appointment.
EAP Services for Leaders

• Organizational Consultations
• Referrals
• Critical Incident Response
• Awareness and Education
• Work/Life Resources
Organizational Consultation

On topics such as:
- Performance or Disciplinary issues
- Substance Misuse
- Managing Change
- Conflict
- Domestic Violence
- Sexual Harassment
- Illness and Death
- Mental Health
- Suicidality
- Safety Concerns
- Secondary Traumatic Stress

For supervisors, leaders, & HR:
- Advice
- Problem Solving
- Coaching
- Support
- Resources
- Employee Referrals
Organizational Consultation

How it works:

✓ Submit a request for an organizational consultation.

✓ Within 1 business day of receipt of your request, the on-call EAP counselor will follow up with you to schedule a time for the consultation.

During the consultation, you and the EAP counselor will:

✓ Identify the primary concern

✓ Discuss the concern’s impact on the employee, the workplace, and you

✓ Discuss resources and referrals

✓ Identify next steps to support you in your efforts to support the workplace, the employees, and you
Referrals

Three Types:

Self Referral: an employee independently contacts the EAP to access services. The supervisor will not be notified of EAP contact without the employee’s consent.

Informal Referral: a supervisor encourages an employee to get support from the EAP. The referral is not related to work performance concerns. The supervisor will not be notified of EAP contact without the employee’s consent.

Formal Referral: a work performance management tool used by a supervisor or human resource manager to refer an employee to the EAP for work performance problems.
Formal Referral

How it works:

✓ Have an Organizational Consultation

If the outcome of the consultation is a recommendation for a formal referral:

✓ Meet with the employee.

✓ Discuss the concerns.

✓ Inform the employee that you have made a formal referral to the EAP.

✓ Discuss what you hope to see that suggests the employee is making progress.

✓ Review with the employee the feedback you are allowed to receive from the EAP about the employee's participation with the EAP (RCW 41.04.730).

✓ Contact the EAP to notify us that you met with the employee and informed the employee of the referral.
Formal Referral

How it works (continued):

✓ Have an Organizational Consultation

If the outcome of the consultation is a recommendation for a formal referral:

✓ Meet with the employee.
✓ Discuss the concerns.
✓ Inform the employee that you have made a formal referral to the EAP.
✓ Provide instruction for follow up with the EAP (submitting an intake form)
✓ Discuss what you hope to see that suggests the employee is making progress.
✓ Review with the employee the feedback you are allowed to receive from the EAP about the employee's participation with the EAP (RCW 41.04.730).
✓ Contact the EAP to notify us that you met with the employee and informed the employee of the referral.
Formal Referral

How it works (continued):

If the employee submits an intake form to initiate counseling:

✓ EAP Intake will match the intake with the formal referral
✓ The employee will go through the intake, assessment and counseling process
✓ The EAP Counselor will provide feedback to the referring party per RCW 41.04.730

If the employee does not follow through on the formal referral:

✓ After 30 days pass, EAP will contact the referring party per RCW 41.04.730
What it says:

**Employee assistance program—Information confidential—Exceptions.**

Individual employees' participation in the employee assistance program and all individually identifiable information gathered in the process of conducting the program shall be held in strict confidence; except that agency management may be provided with the following information about employees referred by that agency management due to poor job performance:

1. Whether or not the referred employee made an appointment;
2. The date and time the employee arrived and departed;
3. Whether the employee agreed to follow the advice of counselors; and
4. Whether further appointments were scheduled.

Participation or nonparticipation by any employee in the employee assistance program shall not be a factor in any decision affecting an employee's job security, promotional opportunities, corrective or disciplinary action, or other employment rights.

[1990 c 60 § 304.]
Critical Incident Response

The Goal:

Provide support and guidance to leadership in the aftermath of a traumatic event.

Group Session

A voluntary, facilitated discussion group to talk about what happened, discuss potential impacts and identify strategies to promote recovery and wellbeing.
Awareness and Education

Webinars
EAP offers live and on-demand webinars on a variety of topics, including stress management, self-care, resilience and leading teams through change. Go to the Webinars link on EAP’s home page.

Publications
EAP monthly employee and supervisor newsletters cover work and personal life topics related to professional, personal and workplace wellbeing. Click on the Subscribe to EAP News link on EAP’s home page.

Resources
Visit EAP’s Resources page for a variety of resource, including suicide prevention, grief & loss, racism & mental health and COVID-19.
Suicide Prevention and Intervention

Suicide Prevention and Intervention Resources

Welcome! This webpage is designed to support Washington State government and public employees in preventing and responding to suicide. Our goal is to provide employees and management with tools, resources, and support to equip you to respond effectively when employees are impacted by suicide, whether personally or in the workplace.

If you are looking for information not specific to state government employees, please visit the Department of Health Suicide Resource page.

Important Note: This site is for informational/educational purposes and is not intended to replace crisis intervention services. If you or someone else is at immediate risk of suicide, please don’t wait -- contact 911 or call the National Suicide Prevention Lifeline at 1-800-273-8255.

Get Help Now

Help a Loved One

Help a Coworker

Manager & HR Resources

If You Have Lost Someone to Suicide

Understanding Suicide

Work/Life Resources

Web Resources
Resources to help you solve life's problems: articles with expert advice, webinars, an online will-maker, DIY legal forms, financial calculators and resources to help you find childcare, pet sitters and more.

Legal Assistance
Free half-hour consultation with an attorney by phone to discuss your situation. Referrals to local lawyers and discounted rates for ongoing legal services if needed.

Financial Counseling
Free counseling with a financial expert to help you get your finances in order, whether you need a monthly budget, are working to reduce debt, or saving for a big expense.

eap.wa.gov/worklife
24/7 Support

All covered employees have access to in-the-moment crisis counseling and referrals, no matter the time of day and including weekends and holidays.
Thank You

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(877) 313 - 4455
eap.wa.gov