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		EMPLOYEE ASSISTANCE PROGRAM	

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SUMMARY of REVISION/REVIEW

Annual review completed with no revisions.

APPROVED:



 Scott R. Frakes, Director
 Nebraska Department of Correctional Services

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PURPOSE

To provide guidance and information concerning the state authorized Employee Assistance Program.

GENERAL

The State of Nebraska has contracted with Deer Oaks EAP Services, LLC to provide an Employee Assistance Program. Specific guidance as to the use of this program and the services rendered can be found in this Administrative Regulation (AR) and in other information from Deer Oaks EAP Services, LLC. The website address is www.deeroaks.com. Specific services are identified in Attachment A – Deer Oaks EAP Services Fact Sheet. This AR applies to all programs and employees of the Nebraska Department of Correctional Services (NDCS).

PROCEDURE

I. EAP COORDINATOR

The Agency Director will identify a person to serve as EAP Coordinator. This person is the Central Office Human Resources Manager. The appointed coordinator has the following responsibilities:

- A. Ensure orientation of EAP services with all new employees;
- B. Promote EAP with written information (furnished by Deer Oaks EAP Services, LLC);
- C. Schedule training on EAP topics of interest and concern;
- D. Maintain and evaluate statistical information on EAP utilization.

II. EMPLOYEE SELF REFERRALS

- A. The Employee Assistance Program (EAP) provides confidential counseling and referral services for all NDCS employees and their family members to assist them with problems such as stress, grief, legal problems, parenting issues, marital conflicts, emotional difficulties, substance abuse, financial trouble and more.
- B. To arrange for a private and confidential appointment, call (866) 792-3616 services are available 24 hours/day, 7 days/week.

III. MANAGEMENT CONSULTATIONS

All managers and supervisors have access to the Deer Oaks Management Consultation Team. This team is available to answer questions about handling troubled employees, team issues (morale, productivity, etc.), and may suggest interventions that would be most effective in the workplace. This service can be accessed by calling (866) 792-3616.

IV. SUPERVISORY MANDATORY REFERRALS

- A. EAP may serve as a source of assistance to supervisors who identify an employee performance problem. A supervisory mandatory referral to the EAP is an option if the supervisor believes it may assist the employee in overcoming his/her performance problem.

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- B. In the event that an employee is threatening harm to themselves or others, call 911 immediately.
 - C. To make a supervisory mandatory referral, the supervisor, should contact the facility Human Resources contact to inform them of the employee and the reason(s) for the referral. If feasible, this should be done prior to meeting with the employee. In the event that the employee and supervisor work when HR is not present, proceed with the following steps and send a confidential email update to HR.
 - D. The supervisor completes the Supervisory Referral Letter (Attachment B). The supervisor meets with the employee to explain the need for the mandatory referral process and provides a copy of the letter to the employee. If the employee agrees, the supervisor requests the employee to review, sign and date the Deer Oaks Authorization to Release/Receive Information for proceeding with the mandatory referral (Attachment C). The supervisor explains that the only information the employee is authorizing is to confirm attendance at the EAP sessions.
 - E. As soon as the employee signs the Deer Oaks Authorization to Release/Receive Information form, the supervisor will fax the form to (866) 240-3933 or email it to WPOManagerConsult@workplaceoptions.com. After the authorization form has been sent, then the supervisor will call (866) 792-3616 to initiate the mandatory referral with Deer Oaks.
 - F. The supervisor will then instruct the employee that he/she has two days to call Deer Oaks and schedule the initial appointment.
 - G. If the employee refuses to sign the form, the supervisor will explain that he/she will not be eligible for the supervisory mandatory referral. Employees cannot be disciplined for not participating in the supervisory mandatory referral process. Disciplinary action can be taken only if the identified performance problem continues and no improvement is noted.
- V. LEAVE TIME USAGE
- A. An employee voluntarily seeking counseling/referral services from the EAP should be permitted to use his/her sick leave for the appointment. Employees are encouraged to schedule appointments during non-work time; however they are not required to do so. Employees' use of the EAP service is confidential, unless the employee chooses to disclose the information.
 - B. If a supervisory mandatory referral is made, and the employee chooses to attend an EAP counseling session during work hours, the employee should be allowed to attend the initial counseling session without utilizing any form of leave. It should be considered work time. Once the initial visit is concluded, should the employee wish to continue counseling, he/she may use sick leave for further counseling sessions.
 - C. On a supervisory mandatory referral, Deer Oaks will confirm that the employee attended the session only if they have received a signed Authorization to Release/Receive Information. However, no further information on the type of services being provided will be given to the supervisor without the employee's written consent.

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REFERENCE

I. ATTACHMENTS

- A. Deer Oaks EAP Services Fact Sheet
- B. Supervisory Referral Letter (REV 09/2013)
- C. Deer Oaks Authorization to Release/Receive Information

II. AMERICAN CORRECTIONAL ASSOCIATION (ACA) STANDARDS

- A. Standards for Adult Correctional Institutions (ACI) (4th edition): 4-4071.
- B. Performance Based Standards for Adult Community Residential Services (ACRS) (4th edition): 4-ACRS-7C-02