

## Technical Guide for Formal Referrals to the Colorado State Employee Assistance Program (C-SEAP)

Formal referrals to the Colorado State Employee Assistance Program (C-SEAP) may be used to assess and resolve employee behavior concerns when an Appointing Authority/designee (AA/designee) notes adverse changes in job performance and/or personal conduct. This type of referral may also be used when management has identified an employee issue for which C-SEAP intervention is warranted to minimize disruption in the workplace or defuse a potential workplace problem. Lastly, it is appropriate to make formal referrals for employees whose behavior raises concern regarding possible alcohol or substance abuse, or who have tested positive for alcohol or non prescribed controlled substances.

If the AA/designee makes a formal referral to C-SEAP, the employee is strongly encouraged to cooperate with the assessment and follow all recommendations made by C-SEAP. When making a formal referral, it is important that the AA/designee inform the employee that the referral is part of an overall plan for improvement and intended to assist the employee.

If an employee's performance and/or behavior rise to the level of unacceptable work performance, grossly inefficient work performance, or unacceptable personal conduct, the formal referral process does not preclude management from pursuing appropriate action under the State Personnel Board Rules and Personnel Director's Administrative Procedures.

The following Technical Guide is intended for use in conjunction with the "Psychological Fitness for Duty" (PFFD) flow chart. The flow chart item is listed in the left column, and the corresponding procedures are detailed in the right column.

"Psychological" in "Psychological Fitness for Duty" includes cognitive, behavioral, substance abuse and related situations.

The key for acronyms used in this Guide are:

- AA/designee = Appointing Authority/designee
- C-SEAP= Colorado State Employee Assistance Program
- HR = Human Resources
- PFFD= Psychological Fitness for Duty
- ROI = Release of Information
- RTW = Return to Work

Flow Chart Items	Technical Guide
<p>The AA/designee contacts C-SEAP and provides referral information</p>	<p>To make a formal referral, the AA/designee calls C-SEAP and provides pertinent referral information, including observations and concerns about the employee's performance and/or behavior, discussions that have been held with the employee, and related issues.</p> <p>During this contact, C-SEAP provides coaching to the AA/designee about how to prepare for meeting with the employee and making the referral. C-SEAP reviews with the AA/designee the ROI process. (See below: "Does the employee agree to sign a ROI to the AA/designee?")</p>

<p>The AA/designee meets with the employee and refers him/her to C-SEAP</p> <p>Does the employee accept or refuse the referral?</p>	<p>The AA/designee meets with the employee and reviews performance issues and the basis for making a formal referral to C-SEAP. The AA/designee informs the employee that the referral is part of an overall plan for improvement and intended to assist the employee. The AA/designee should provide the employee with C-SEAP contact information, and offer the appropriate type of leave for appointments at C-SEAP.</p> <p>If the employee refuses the referral to C-SEAP, the AA/designee proceeds with performance management and/or the corrective/disciplinary process if appropriate. The case is closed at C-SEAP.</p>
<p>The employee contacts C-SEAP</p> <p>C-SEAP meets with the employee and discusses the ROI option &amp; creates a plan</p>	<p>After the employee has received the referral, the employee contacts C-SEAP and schedules an appointment.</p> <p>C-SEAP meets with the employee and provides services. The formal referral process, the option of signing a ROI and C-SEAP's policy regarding confidentiality is reviewed with the employee. C-SEAP and the employee create a plan.</p>
<p>Does the employee agree to sign a ROI to the AA/designee?</p> <p>Employee signs a ROI to AA/designee</p> <p>Employee declines to sign a ROI to AA/designee</p>	<p>If the employee signs a ROI for the AA/designee, C-SEAP provides services to the employee. C-SEAP and AA/designee engage in two-way feedback; C-SEAP furnishes timely and relevant information on a "need to know" basis, as determined by C-SEAP. AA/designee furnishes C-SEAP information regarding the employee's performance and any other relevant issues.</p> <p>If the employee declines to sign a ROI for the AA/designee, C-SEAP provides services to the employee and does not provide feedback to the AA/designee.</p> <p>Whether a ROI is signed, or not signed, by the employee, the AA/designee proceeds with performance management and/or the corrective/disciplinary process if appropriate.</p>
<p>C-SEAP closes case</p>	<p>With a signed ROI, C-SEAP consults with the AA/designee regarding the employee's progress and fulfillment of recommendations. When appropriate, the case is closed at C-SEAP.</p>