

Subject: EMPLOYEE ASSISTANCE PROGRAM (EAP)

REFERENCES	SECTIONS
Administrative Orders <a href="http://inside.dgs.ca.gov/ad/ao.aspx">http://inside.dgs.ca.gov/ad/ao.aspx</a>	01-01
Executive Orders (not available electronically prior to 1999)	96-82
Human Resources Memos (not on web site)	98-011
Law & Regulation <a href="http://leginfo.legislature.ca.gov/faces/codes.xhtml;jsessionid=ec740fb92d7f258ccc38ebd5c0c9">http://leginfo.legislature.ca.gov/faces/codes.xhtml;jsessionid=ec740fb92d7f258ccc38ebd5c0c9</a>	GC: 19816.16, 19998.5
Memo of Understanding (MOU) <a href="http://www.calhr.ca.gov/state-hr-professionals/Pages/bargaining-contracts.aspx">http://www.calhr.ca.gov/state-hr-professionals/Pages/bargaining-contracts.aspx</a>	Refer to Employee's MOU
Responsible Control Agency and Program <a href="http://www.calhr.ca.gov/employees/Pages/eap.aspx">http://www.calhr.ca.gov/employees/Pages/eap.aspx</a>	CalHR
SPB/DPA Policy Memos <a href="http://www.calhr.ca.gov/state-hr-professionals/Pages/policy-memos.aspx">http://www.calhr.ca.gov/state-hr-professionals/Pages/policy-memos.aspx</a>	PML: 2004-016
<b>Other</b>	
DPA Supervisor's Handbook <a href="http://www.documents.dgs.ca.gov/ohr/pom/supervisorshandbook.pdf">http://www.documents.dgs.ca.gov/ohr/pom/supervisorshandbook.pdf</a> Employee Assistance Program Brochure <a href="http://www.dpa.ca.gov/benefits/other/eap/BrochurePDFversion.pdf">http://www.dpa.ca.gov/benefits/other/eap/BrochurePDFversion.pdf</a> DGS EAP Program <a href="http://neo.dgs.ca.gov/WorkingEnvironment/EAP.asp">http://neo.dgs.ca.gov/WorkingEnvironment/EAP.asp</a>	Page 8, Section III.D.5-page 12

## Employee Assistance Program (EAP)

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### **Definition/ Explanation**

The purpose of the DGS' EAP is to provide professional and confidential guidance to the management team and employees for the resolution of personal or organizational issues that may adversely affect work performance. Quickly restoring a poorly performing employee to a sustained productive worker benefits everyone. A formal management referral to the EAP when correcting performance problems increases the likelihood of a win/win outcome.

EAP is a voluntary, confidential and pre-paid program that can help employees and their family members balance the demands of daily living and find solutions for ongoing or serious concerns. It is a collaborative effort by labor, management and a service provider to resolve workplace performance problems caused by personal issues, such as:

#### **Clinical Counseling:**

- Alcohol Abuse
- Drug Abuse
- Marital and Family Issues
- Emotional, Personal and Stress Concerns

**Legal Concerns:** Advice on family law, consumer issues, landlord/tenant disputes, personal injury, contracts, and criminal matters. (Immigration, tax, employment, or patent law are not covered.)

**Financial Issues:** Help for budgeting, credit issues, and financial planning. (Tax or investment advice, loans or bill payments are not included.)

**Child and Elder Care Assistance:** Help in identifying care-giving needs and options, and in accessing available community and financial resources.

**Federal Tax Assistance:** Help for IRS audits and unfilled or past-due tax returns. (This is not a tax representation or preparation service.)

**Pre-Retirement Planning:** Guidance for planning a quality retirement. (This does not include investment, tax, or legal advice.)

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## Employee Assistance Program (EAP), Continued

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**Definition/  
Explanation**  
(continued)

**Organizing Life’s Affairs:** Help with organizing records and vital documents, and with arranging “final details” for a loved one.

**Concierge Services:** Referrals for everyday errands, travel, event planning and more. (Cost coverage or a guarantee of delivery of services is not covered.)

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**Policy**

The DGS offers all its employees (and their families) ready access to the Employee Assistance Program. Any DGS employee who feels his/her personal problems are impacting job performance may use the EAP.

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**Service  
provider**

The service provider for the EAP is Managed Health Network (MHN). The table below depicts the services available by telephone or the internet.

Access	Services Available
Telephone 1-866-327-4762  TDD Callers 1-800-327-0801	<ul style="list-style-type: none"> <li>• Self referrals</li> <li>• Critical incident stress debriefings</li> <li>• Specialized training</li> <li>• Grievances/complaints</li> </ul>
Internet <a href="http://eap4soc.mhn.com">http://eap4soc.mhn.com</a>  Click the <b>Register</b> button and follow the simple registration process, using DGS’ access code ( <b>soc</b> ) and selecting your own user name and password	<ul style="list-style-type: none"> <li>• Search for an MHN counselor</li> <li>• Manage your stress with interactive tools</li> <li>• Take a health risk assessment</li> <li>• Ask and MHN expert an emotional health question</li> <li>• Information and tools on:               <ul style="list-style-type: none"> <li>➤ Anxiety</li> <li>➤ Substance abuse</li> <li>➤ Depression</li> <li>➤ Grief and loss</li> <li>➤ Communication and relationships</li> <li>➤ Personal finance</li> <li>➤ Child and elder care</li> <li>➤ Health and fitness</li> </ul> </li> </ul>

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## Employee Assistance Program (EAP), Continued

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### **DGS EAP coordinator**

If you prefer to access MHN through the DGS EAP Coordinator, you may telephone at (916) 376-5376.

The EAP Coordinator administers the EAP for DGS. The Coordinator's major duties are to:

- Manage the contract with the EAP provider (MHN)
  - Consult with all parties about the EAP use and policy interpretation
  - Make training and literature on the EAP services available to employees
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### **Self referral**

DGS employees can gain access to the EAP through self-referral as indicated below:

1. Employee becomes aware of a personal problem that affects his/her job
  2. Employee contacts MHN at 1-866-327-4762 or for TDD callers at 1-800-327-0801
  3. Employee must obtain permission of his/her supervisor to attend an EAP interview or meeting
  4. Employee does not have to divulge reason for an EAP interview or meeting
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