EAP Overview for Supervisors

Life Less Complicated

What is EAP?

The Employee Assistance Program (EAP) is an effective tool you, as a supervisor, can use to help your employees address underlying problems impacting their work performance before they lead to disciplinary action.

Services are confidential, with limited exceptions, and available at no cost to all Executive Branch employees and their families.

When participating in EAP, employees work with specially trained EAP Coordinators, who assess their situation and connect them with the support and resources needed to get them back on track. Ultimately, this can provide relief for the employee, and subsequently, for you, the supervisor.

Coordinators are fellow state employees working right in your own agency, so they understand the work culture and are prepared to meet the unique demands of the New York State workforce. They do not tell employees how to resolve their issues and remain neutral throughout the process.

Participation is strictly voluntary and cannot be mandated, so employees are responsible for reaching out to EAP once you refer them.

Overall, EAP can help you utilize the full potential of your team by minimizing turnover, reducing employee absences, and improving employee morale and productivity.

Possible Underlying Issues

EAP can help with a broad range of issues, from everyday concerns to major life events, including:

- Workplace Concerns
- Family Concerns
- Relationship Issues
- Financial Issues
- Legal Issues
- Stress
- Mental Health
- Grief & Loss
- Childcare & Eldercare
- Retirement
- Housing
- Substance Abuse
- Problem Gambling
- Domestic Violence
- Health & Wellness

NEW YORK STATE OF OPPORTUNITY. Employee Assistance Program

1-800-822-0244 | oer.ny.gov/eap

Available in-person, by phone, or online 24/7/365

Identifying Declining Performance

As a supervisor, you are in a unique position to identify employees whose work performance may be declining due to personal or work-related issues and determine if a referral to EAP is appropriate. Some common signs that may indicate a serious problem include:

- Tardiness or excessive absences
- Inconsistent productivity
- Decline in quality or quantity of work
- Increased errors or accidents
- Mood swings or irritability
- Frequent conflict with co-workers or supervisors
- Significant changes in behavior or appearance
- Difficulty concentrating

EAP Resources

EAP can help you maintain a positive and productive work environment by providing:

Consultations on how to make an EAP referral, how to develop a plan to address the employee's work performance, and, if applicable, what EAP's role is in a settlement agreement.

Crisis Response in the aftermath of a critical incident. EAP can consult with you and provide resources to help the affected employees recover and aid in the recovery of the workplace as a whole.

Training about EAP services and how an early referral to EAP can benefit both you and your employees. Other training opportunities include employee, management, and union orientations, educational workshops, and lunchtime employee programs.

Pre-Arranged Leave/Return to Work Meetings to help you and your employees, who are taking a leave of absence, coordinate the transition.

Workplace Wellness Activities for employees on subjects ranging from stress management to healthy eating to walking. For more information, visit oer.ny.gov/wellnys-everyday.

Services, not only to your employees but to you. Supervisors are employees, too, and you are encouraged to access EAP services to make your life less complicated, both at work and at home.

EAP is funded through the collective bargaining agreements between the State of New York and the public employee unions: CSEA, PEF, UUP, NYSCOPBA, GSEU, Council 82, DC-37 and PBANYS. The Office of Employee Relations contributes on behalf of Management/Confidential employees.

To learn more about EAP and how it can help you and your employees, please visit **oer.ny.gov/eap** and watch the informational video titled EAP Overview for Supervisors.