



Work Performance Referrals

When an employee's work performance has reached a point that you believe they can no longer function adequately or they have failed a drug/alcohol test, a work performance referral may be in order. It is important to go to whoever is designated in your company to handle work performance referrals; it may be someone in Human Resources, Employee Relations or your Risk Management Department.

- 1) Be sure to have all information documented.
- 2) Contact the Work Performance case manager, Jodi Jacobs, Healthy Psychology Supervisor at 800.873.7138x4991 to do a consult and let them know you are planning on issuing a WPR.
- 3) Meet with the employee and explain why a work performance referral is being made. Show and review documentation.
- 4) Give the employee a time frame to call for an appointment. Recommendation – 24 hours.
- 5) Explain consequences if employee does not follow through.
- 6) Fax or send a letter to MINES prior to the employee's call stating the reasons for the work performance referral and the time limit. (See sample letter.) We cannot release any information to you without this document.

A case manager will be assigned to the case. When the employee has made an appointment, you will be notified.

After the employee's first appointment, you will receive a call and/or letter stating whether the employee made and kept their appointment, whether recommendations were made (not what the recommendations may have been) and whether the employee is following through with those recommendations. The particulars of the case will not be discussed unless there is a signed general release by the employee.

You and the therapist will decide how often you wish to be contacted regarding the employee's compliance. Drug and alcohol cases will be followed for a minimum of one year.

Continue to monitor the employee on the job. Keep expectations clear.

A work performance referral should not be seen as a last resort effort nor should it be used as a form of punishment.

A work performance referral is a tool to assist the valuable employee to return to a satisfactory level of performance.

Sample: Formal Work Performance Letter

EMPLOYEE:

FROM:

DATE:

RE: Work Performance Referral to Mines & Associates, P.C.

<i>Problem Behavior</i>	<i>Specific Illustrations of Problem Behavior</i>	<i>Date of Occurrence</i>
1.		
2.		
3.		

(Examples: Pattern of tardiness, absenteeism, declining work performance, erratic behavior, sudden shifts in mood, etc.).

The purpose of this referral is to afford this employee the opportunity to have a resource to help with job performance in order to be successful in the workplace. The employee and I have discussed that this opportunity does not in any way interfere with the company's current progressive disciplinary policies and that the employee is expected to meet the requirements of their job as outlined in their job description. I will work with the employee to address any work-related issues that may be interfering with their ability to be successful at work.

The following is expected of the employee:

- The employee will contact and set up an appointment with Mines & Associates P.C. within the next 24 hours.
- The employee will keep this and any subsequent appointments that are felt necessary by the EAP.
- The employee will follow through on all recommendations made by the EAP.

The following is expected of the EAP:

- The EAP will contact the appropriately designated person within the company on three (3) matters.
 - a. Whether the employee made and kept the appointment with the EAP
 - b. Whether any recommendations were made to the employee
 - c. Whether the employee is following through with the recommendations.
- A mutually agreeable follow-up contact plan concerning the employees' continued follow-through with recommendations will be set up on a case by case basis between the therapist at Mines & Associates, P.C. and the appropriate contact at the company.
- No additional information, including the specifics of recommendations made, will be released to the company without a signed release of information by the employee.

If the above mentioned employee chooses not to attend the appointment or follow through with the assigned recommendations of the EAP, this will be noted in the employee's record and the employee will be subject to any additional disciplinary actions, as outlined in the company policy.

For MINES follow-up to your organization, please print the Name and Phone # of the individual monitoring this referral:

Name: _____ **Phone:** _____

HR Representative or designee

Date

Employee

Date

Please fax a copy of this letter to Mines & Associates, P.C. (303) 832-9701.