

## FORMAL REFERRALS

The formal referral process is typically used with employees who are demonstrating some type of work performance problem or have violated a company policy. While it is not considered a punitive process, formal referrals are often done as part of a disciplinary process, or in conjunction with a last chance agreement. Formal referrals provide the company with a clear method of helping employees get back on track by offering them the opportunity to rectify the situation and an avenue for resources with which to accomplish this. The employee is formally referred to Ulliance for counseling, and Ulliance provides feedback to the company about the employee's willingness to participate in the process.

The formal referral process is coordinated through the Human Resources Department. A Human Resource staff member initiates a formal referral, often in coordination with the formally referred employee's supervisor/manager, and feedback from Ulliance is given back to the designated Human Resource contact. EAP confidentiality still applies to formally referred employees, but Ulliance will provide feedback to you when the employee gives us permission to do so by signing a Client Information Release Authorization. The following details exactly what type of information will be communicated to the company by Ulliance:

### Ulliance WILL provide information about:

- The employee's **attendance** at the counseling / treatment recommended by Ulliance
- The employee's **compliance** with counseling / treatment recommended by Ulliance
- The employee's contact with Ulliance regarding seeking counseling
- The employee's availability for work / time off needed for treatment
- The employee's need for a referral beyond the EAP and if such referral occurred

### Ulliance will NOT provide:

- Personal information about the employee
- Any information not specifically outlined on the Client Information Release Authorization

With this information about the employee's investment in participating in the formal referral process, management can make an informed decision about the disposition of the employee and the outcome of the referral with respect to continuation of employment. Successful formal referrals can result in saving the company time and money by not having to recruit and train new employees and produce a more loyal workforce that appreciates the company more, knowing that their employer will go the extra mile for its employees.

