

The background features a large, light gray shield with the University of Pennsylvania crest. The crest includes two open books, a ship, and a sun. The text is overlaid on this shield.

Intervention Training

for Human Resources

PRESENTED BY:
PENN BEHAVIORAL HEALTH
UNIVERSITY OF PENNSYLVANIA HEALTH SYSTEM



EAP

Employee Assistance Program



Administration



ADMINISTRATION

Human Resources
Personnel
Administrative Staff

Supervisors
Managers
Senior Mgmt.

Employees

Organization



Alcoholism

Drug Abuse

Immaturity

Family Problems

Stress

Emotional Problems

Situational Crisis

Personality Conflict

Job Dissatisfaction

Physical Illness

Structural Job Problem

Problems





Employee Behavior

Sporadic Performance

Strained Relationships

Poor Judgment

Episodes of Lost Temper

Confusion

Increased Tardiness

Increased Absences

Irritability

Employee Theft

Supervisory Intervention



Observe

Document

Inform Employee

Resource



**Performance
Decline
(Advanced)**

Violence

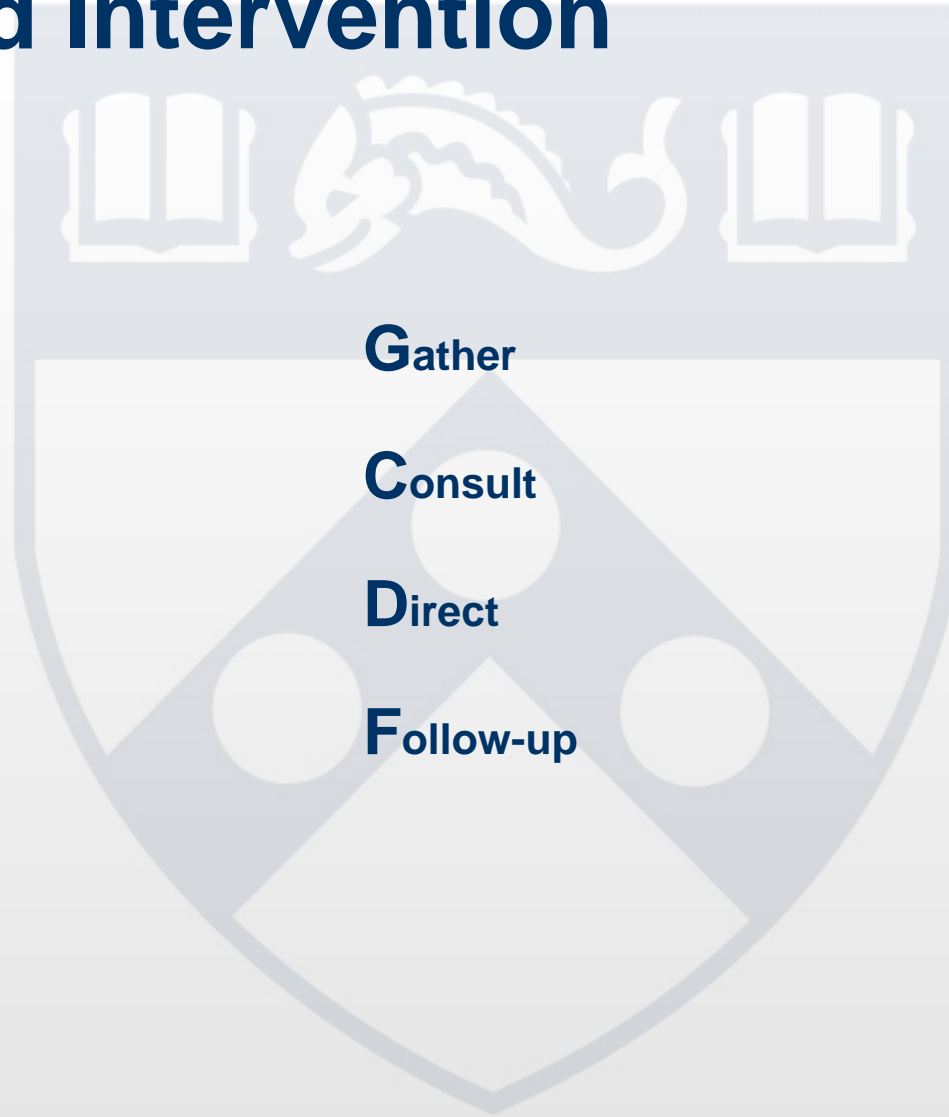
Intervention Issues

Aberrant Behavior

Impairment

Substance Abuse

Advanced Intervention



Gather

Consult

Direct

Follow-up


Crisis Intervention Process

- Gather Information Regarding Situation and Policies

Crisis Intervention Process

- Gather Information Regarding Situation and Policies
- **Consult Employee Assistance Program (Management Consultation)**

Consultation with EAP

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1. Prior to the Consultation
 2. Management Consultation Process

Type of Intervention

TYPE I: Discussion and referral to EAP Informal/Formal

TYPE II: Suspension/Discussion/Formal EAP Referral

TYPE III: Suspension/Disability/Immediate Formal EAP Referral with Possible Testing

TYPE IV: Fitness for Duty Suspension/Termination/Disability/Security Intervention/
Psychiatric Evaluation

TYPE V: Police Intervention (911)/Immediate Evacuation

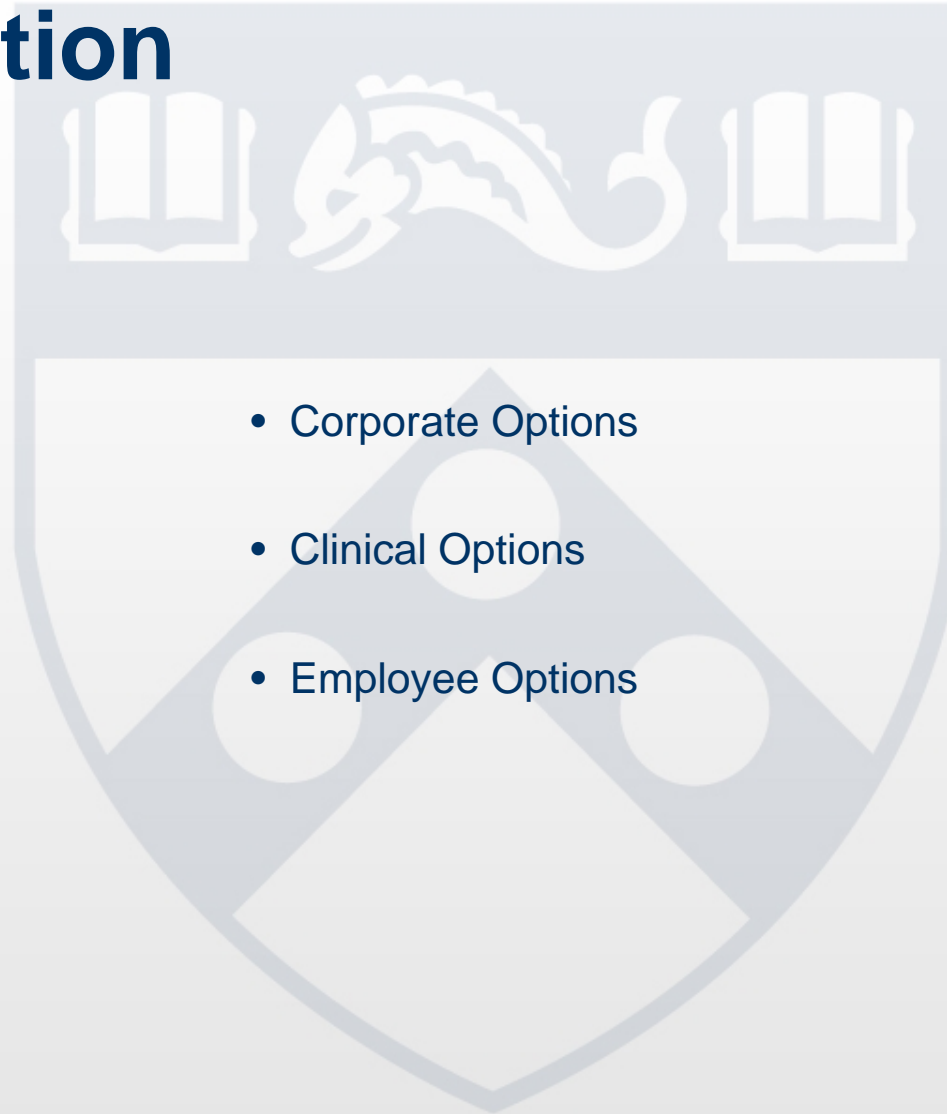
Consultation with EAP

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3. After Management Consultation
 4. Psychiatric Evaluation

Crisis Intervention Process

- Gather Information Regarding Situation and Policies
- Consult Employee Assistance Program (Management Consultation)
- **Direct Appropriate Intervention**

Direct Action



- Corporate Options
- Clinical Options
- Employee Options

Crisis Intervention Process



- Gather Information Regarding Situation and Policies
- Consult Employee Assistance Program (Management Consultation)
- Direct Appropriate Intervention
- **Follow-up**

Clinical Follow-up

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- PENN Behavioral Health EAP
 - Health Benefits
 - Psychiatrist

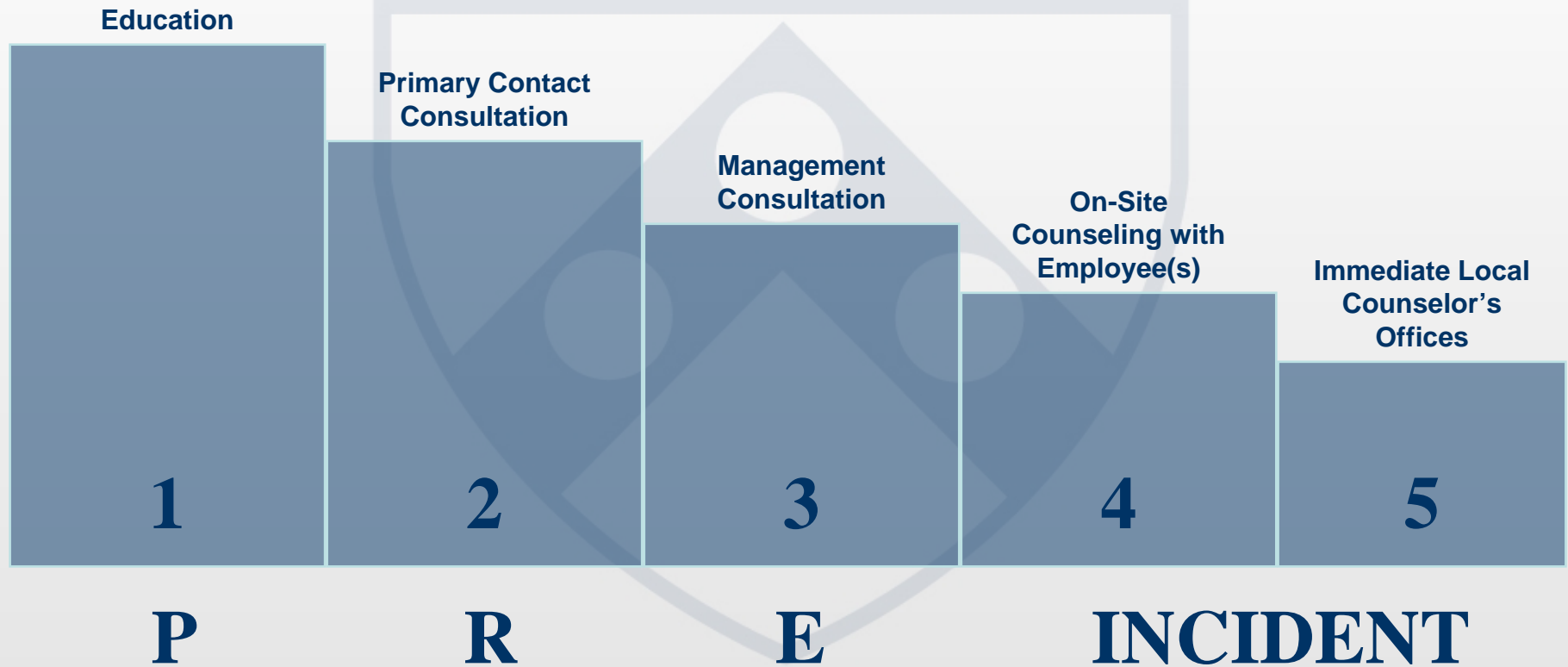
Corporate Interventions

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- Education and Training
 - Management Consultations
 - Anger Management Counseling
 - Substance Abuse Case Management
 - Return to Work Conferences
 - Group EISMs
 - Group CISM

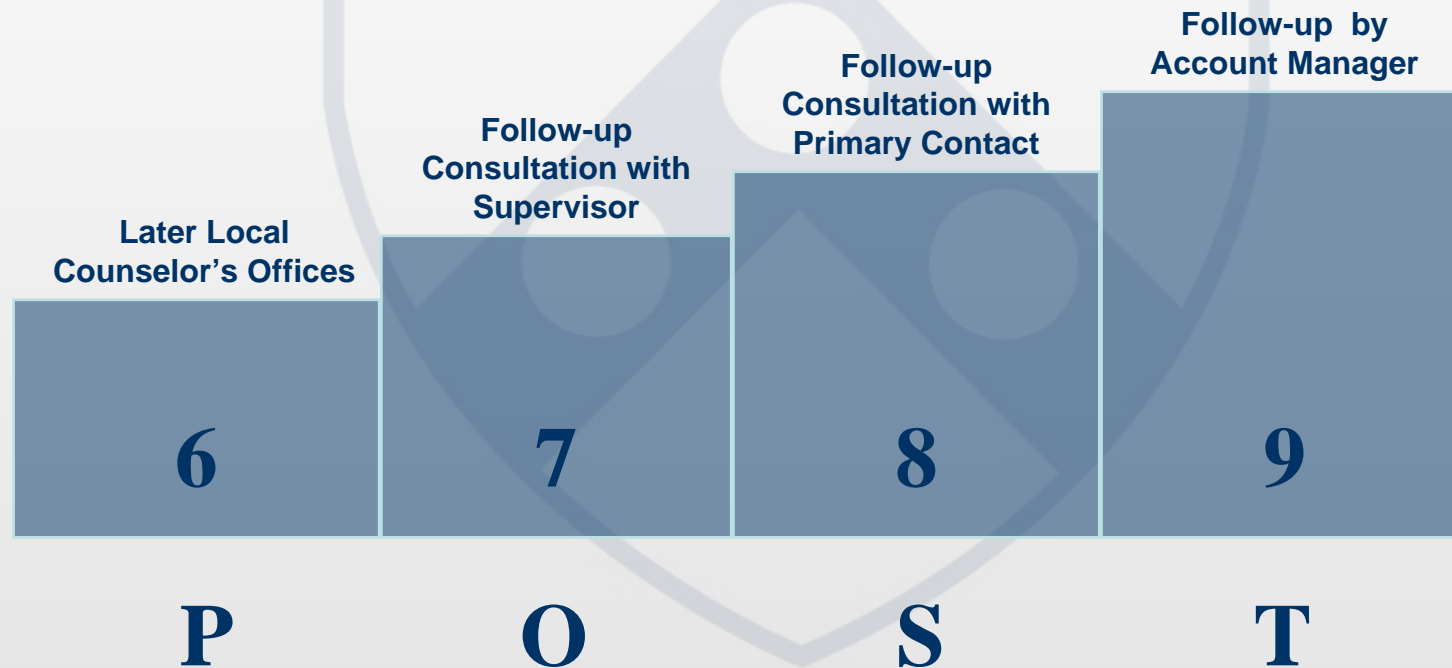
Inappropriate Corporate Interventions

- Disability – Fitness for Duty
- Detoxification Counseling
- On-site Violence Counseling
- Outreach to New Clients
- Outreach to Personal Psychiatrist, PCP or Counselor
- Solo Substance Abuse Confrontations
- One-on-One EISMs
- One-on-One CISM

Levels of Corporate Follow-up



Levels of Corporate Follow-up



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Issues of Intervention

Issues of Intervention

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- The background of the slide features a large, light gray shield with the University of Pennsylvania crest. The crest includes two open books on either side of a central figure, and a banner below with the motto "VERITAS LIBERABIT VOS".
- Performance Decline (Advanced)
 - Aberrant Behavior
 - Substance Abuse
 - Impairment
 - Violence

Issues of Intervention

- **Performance Decline - Advanced** (last chance agreement)
 - Document
 - Strategize
 - Inform
 - Contract with Employee
 - Refer (formal)
 - Request Sign of Release of Information
 - Follow-up

Issues of Intervention

- **Aberrant Behavior** (harassment, outbursts, major violations)
 - **Isolate**
 - Document
 - Strategize
 - Inform
 - Contract with Employee
 - Refer (formal)
 - Request Sign of Release of Information
 - **Consider Possible Psychiatric Evaluation**
 - Follow-up

Issues of Intervention

- **Substance Abuse** (confession, positive test, indictment)
 - Isolate
 - Document
 - Strategize
 - **Consider Possible Testing**
 - Inform
 - Contract with Employee
 - Refer (formal)
 - Request Sign of Release of Information
 - Follow-up
 - **Hold Return to Work Meeting**

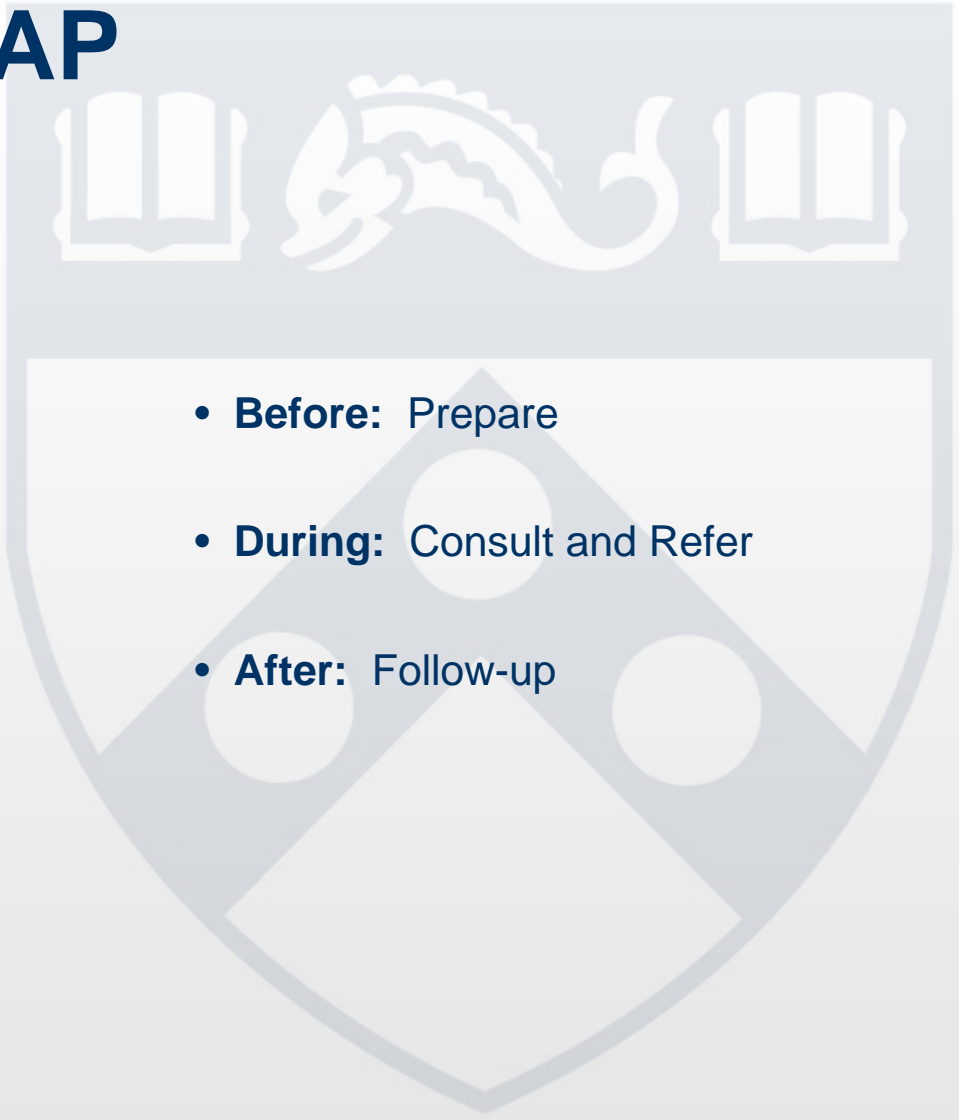
Issues of Intervention

- **Impairment** (due to any cause)
 - Isolate
 - Document
 - Strategize
 - **Access Resources**
 - Inform
 - Contract with Employee
 - Refer (formal)
 - Request Sign of Release of Information
 - Consider Possible Psychiatric Evaluation
 - Follow-up
 - Hold Return to Work Meeting

Issues of Intervention

- **Violence** (to self, to others)
 - Isolate
 - **Obtain Possible Assistance from Authorities**
 - Document
 - Strategize
 - Access Resources
 - Inform
 - Contract with Employee
 - Refer (formal)
 - Request Sign of Release of Information
 - Consider Possible Psychiatric Evaluation
 - Hold Follow-up Meeting

Role of EAP

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- **Before:** Prepare
 - **During:** Consult and Refer
 - **After:** Follow-up

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On-Going Promotion

