I. AUTHORITY:

Deputy Secretary of Youth Services (YS) as contained in La. R.S. 36:405. Deviation from this policy must be approved by the Deputy Secretary.

II. PURPOSE:

To establish a uniform policy regarding the use of the State of Louisiana Employee Assistance Program (EAP), which is designed to assist and support employees who are experiencing personal problems and may benefit from outside management or professional help.

III. APPLICABILITY:

This policy applies to all YS employees. Each Unit Head is responsible for ensuring that all necessary procedures are in place to comply with the provisions of this policy.

IV. DEFINITIONS:

Employee Assistance Program (EAP) Manager - A Central Office employee designated by the Deputy Secretary to ensure that EAP services are provided and that EAP records are kept in a confidential manner.

Employee Assistance Program (EAP) - Facility Coordinator - An employee designated by the Facility Director to ensure that EAP services are provided and that EAP records are kept in a confidential manner.

Employee Assistance Program (EAP) Community Based Services (CBS) Coordinator - CBS social service staff assigned to a CBS Regional Office.
**Employee Assistance Program**

**Does using the EAP cost anything?**

All costs for services shall be the responsibility of the employee. Health insurance programs may cover a substantial portion of services such as hospitalization or outpatient treatment for alcohol or drug abuse, psychiatric services, or counseling. Health care limits how much they provide on such services, so you should realize the importance of your commitment to treatment at this point in time. Some of the most effective services, such as self-help groups, are free.

Employees may contact an EAP member at the LDH for assistance in clarifying any insurance coverage questions at (225) 922-2700.

**Who can participate in the EAP?**

The services of the EAP are available to employees and their immediate family members.

A family member may contact the coordinator for himself or the family on behalf of an employee.

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**To All Employees:**

I take this opportunity to inform you of my commitment to the Employee Assistance Program in Youth Services.

On occasion, some of us may confront problems that we cannot solve by ourselves. These problems may be domestic or financial; these problems may involve alcohol or drug abuse. However, if such problems go unaddressed, they will interfere with job performance. Some of these problems may seriously affect physical and mental health and may threaten continued employment.

**EAP** offers a means by which those employees needing assistance can be referred to appropriate resources within our local communities.

James Bueche  
Deputy Secretary  
Office of Juvenile Justice

For more information contact:

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**EAP Coordinator**  
Phone No. ____________

Or contact:

Tennia Williams, Director of Treatment  
(225-287-7959)  
**EAP** Program Manager

For additional information log onto: http://new.dhh.louisiana.gov.

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James Bueche, Ph.D.,  
Deputy Secretary  
Office of Juvenile Justice  
P. O. Box 66458  
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Employee Assistance Program

What is the EAP

It is the Employee Assistance Program – a program to help you deal with personal problems that affect your job performance and well-being. EAP has one goal – to help you in a time of personal crisis or other trouble.

Why is there an EAP

To help you lead a fuller and more productive life. By doing this, everyone benefits – the employee and the employer.

EAP services are strictly confidential. No information about an employee’s participation or problems will be divulged to any person or agency without written authorization signed by the employee. Furthermore, this information is not recorded in personnel files, nor does it serve as a negative factor in personnel decisions or yearly evaluations.

EAPs can help with:

Alcohol or Drug Abuse
Abuse of alcohol and other drugs wastes dollars as well as lives. Help is available for the employee and his family members who may have a substance abuse problem.

Marital Problems
Marital discord can cause reduced efficiency at work. Counseling is often effective in restoring communication between spouses and helping them explore alternative solutions.

Family Problems
The modern family may face a multitude of problems including emotional crisis, children using drugs or alcohol, and medical problems. The EAP can be the first step to finding help.

Family violence is private violence. It is a physical and/or emotional abuse of family members in the home. The EAP Coordinator can assist you in finding professional help if you are in this situation.

Financial Problems
Financial problems occasionally cause serious anxiety at home and at work. The EAP can refer you to a skilled counselor who can assist in resolving a financial crisis.

Workplace Violence
Violence by employees on other employees or youth is strictly prohibited. Employees who are stressed in other parts of their life should not bring that stress to work and express it through acts of violence towards others. The EAP can provide immediate referrals for employees who need a support system.

How to take advantage of EAP

If an employee feels that he has a problem which may be affecting his work or any other part of his life, he may request assistance from the Unit EAP Coordinator. The EAP Coordinator shall refer the employee to the appropriate helping agency.

If time off from work is required to participate in the EAP, the employee’s supervisor, as well as the Unit Head shall be told only that the employee is participating in the program by the EAP Coordinator. No specific information shall be revealed.

A supervisor may refer an employee on the basis of job performance. The supervisor shall not try to diagnose the problem, but is in a position to recognize a sharp decline in work performance which may be an indication of an underlying problem.

All employees are offered the services of the EAP, but a person is not required to avail himself of this assistance if he does not wish to do so, unless referred by their supervisor.

The EAP, however, shall not shield an employee from consequences of any violation of the law or employee rules which he may commit.
Unit Head - Deputy Secretary, Facility Directors and Regional Managers.

V. POLICY:

It is the Deputy Secretary's policy to maintain an Employee Assistance Program which operates as a peer referral service to any employee with a personal problem that is affecting or has the potential to affect the individual's work performance. The appropriate EAP Coordinator shall assist the employee in identifying the problem and locating sources of treatment or rehabilitative help.

VI. GENERAL INFORMATION/OTHER REFERENCED POLICIES:

A. YS Policy No. A.2.7 was implemented to promote increased employee awareness of substance abuse and to achieve and maintain a workplace free of drugs and alcohol.

B. YS Policy No. A.2.22 was established to outline policy and procedures in order to achieve and maintain a violence-free workplace for YS employees, and those conducting business at its worksites.

C. YS Policy No. A.2.60 is intended to heighten awareness of domestic violence and provide guidance to employees regarding domestic violence issues and their impact on the workplace. In addition, this policy promotes a safe environment for its employees and communicates that violent behavior shall not be excused or tolerated.

VII. PROCEDURES:

A. The Deputy Secretary shall designate an EAP Program Manager in the Central Office (CO).

B. Each Facility Director shall designate an EAP Facility Coordinator.

C. Social Services staff assigned to a CBS Regional Office shall serve as the CBS EAP Coordinator. (Refer to YS Policy No. D.15.3).

D. Information regarding the EAP shall be posted on employee bulletin boards.

E. Employees may gain access to the EAP by contacting the assigned EAP Manager, who is the Director of Treatment at YS CO, who shall ensure that services are provided.
F. The YS EAP Coordinators may contact the regional Office of Behavioral Health EAP Coordinator using the peer support network. The website to search for the local office is: http://www.dhh.louisiana.gov/index.cfm/directory/category/100.

The local Human Services District or Authority may be able to provide the services needed or the employee can access a private provider who is preferred by their insurance company. In addition, there are many other services the employee can be referred to that are free of charge to include Alcoholics Anonymous, Rape Crisis Center, etc.

G. The employee's job, career, future or professional reputation shall not be jeopardized as a result of utilizing the EAP. The program is intended to be rehabilitative rather than punitive. However, participation in the EAP does not shield an employee who has violated employee rules or engaged in criminal activities or committed criminal acts.

H. Employees with personal problems, such as alcohol or drug dependency, mental or emotional disturbances, marital, family, financial or legal concerns, etc., that are affecting or might affect job performance, are encouraged to seek help voluntarily through the EAP. Self-referrals may be made confidentially. Supervisors may also refer an employee to the EAP if they have reason to believe that a personal problem may be affecting work performance. All such referrals shall remain confidential.

I. Employees are highly encouraged to participate in the EAP program. Failure to participate shall not result in disciplinary action. Employees, however, shall be held responsible for their work performance by their supervisors.

J. An employee's work performance may be affected by the problems of his spouse or other dependents; therefore, the program is available to the families of employees as well. Spouses or other family members are encouraged to contact the appropriate EAP Coordinator or the EAP Program Manager at CO if the family is in need of a referral for assistance in coping with a problem.

K. YS may grant leave (annual, sick, compensatory or leave without pay) for up to 90 calendar days as needed for the purpose of active treatment or rehabilitation. Leave must be approved by the employee's supervisor and/or the Unit Head.

L. Information regarding an employee's participation in the EAP shall not be placed in the employee's personnel file or released without the employee's written consent.
M. Participation in the program shall not jeopardize an employee's position or future job opportunities. Informational records shall be maintained in a confidential manner by the appropriate EAP Coordinator or the CO EAP Program Manager working directly with the employee.

N. Costs associated with the EAP (the professional evaluation, treatment, etc.) are the responsibility of the employee. In many cases, this cost would be covered by health insurance. Employees may contact an EAP member at the local Human Services District or Authority for assistance in clarifying any insurance coverage questions at (225) 922-2700.

O. Additional information may be obtained by logging onto the following website: http://new.dhh.louisiana.gov.

Previous Regulation/Policy Number: A.2.11
Previous Effective Date: 05/30/2014
Attachments/References: A.2.11 (a) EAP Brochure June2017.docx