Managers Guide to FEAP Referral Process

Formal vs. Informal FEAP Referral

An informal referral is made when you, the employee's manager, become aware that the employee has a personal problem but the problem is not actively affecting performance. A manager can remind the employee about FEAP, provide the contact information, and encourage the employee to take advantage of the program as a supportive measure. Please remember that the employee may choose not to use FEAP and their contact with FEAP is confidential.

A formal referral to FEAP should be considered when there are performance issues. To start the process, the manager would first contact FEAP to discuss the situation and explore whether a formal referral is appropriate. During a corrective interview with the employee, the manager can tell the employee of the formal referral to FEAP and ask him/her to use the program. The advantage of the formal referral is that, with the proper release(s) of information, the FEAP consultant will let you know whether or not the employee follows through with an appointment.

Disciplinary Actions and FEAP

Personnel policies on disciplinary actions are entirely separate from FEAP's counseling process. Hopefully, use of the latter will make disciplinary steps unnecessary. This is one of the program's goals.

Emphasis on work performance, however, must remain consistent.

FEAP provides employees with an effective, professional resource that is easy to access and use.

Use of FEAP is not mandatory and participation in FEAP should not be incorporated into any performance evaluations or disciplinary actions. The manager should continue to address the behaviors needed to improve performance whether an employee attends a FEAP appointment or not.

Help!

The Faculty & Employee Assistance Program (FEAP) is a versatile resource for managers and supervisors when employees' personal problems affect their job performance.

Sometimes improvement of job performance depends on a change in behavior or attitude, requiring professional help. FEAP provides employees with an effective, professional resource that is easy to access and use. FEAP provides assessment, referral and short-term problem solving to help address a wide array of issues.

You can encourage the use of the FEAP and promote its benefits by being aware of the following:

Confidentiality

Employees should be secure in the understanding that the use of FEAP will in no way jeopardize employment and that disclosures are assured the same privacy as with any other professional service.
FEAP – Not Critical Care

While FEAP services are always available for urgent FEAP related matters, the best and normal use is aimed at coping with issues of daily living that impede an employee's ability to function at an acceptable level.

Offering a referral to FEAP should be relayed as a positive, supportive resource and should not be implied as a negative, punitive measure.

Additional Resources for Managers

- Organizing thoughts and observations regarding an employee’s performance issues.
- Recognizing and clarifying feelings about an employee’s issues and behaviors.
- Talking through how to approach challenging employee situations.

The University of Virginia
The University of Virginia
Health System

Faculty & Employee Assistance Program

UVA West Complex
1300 Jefferson Park Avenue
Room 1982
Charlottesville, Virginia
22908-0752
434.243.2643

www.uvafeap.com

Managers Pocket Guide to FEAP

Referral Process

How do I reach FEAP?
Phone: 434.243.2643