

# SHFSS: EAP for Managers In Times Of Crisis

Health Service Board Meeting  
November 14, 2019

## EMPLOYEE ASSISTANCE PROGRAM

A Resource for Employees, Supervisors, Managers and Directors

### EAP TEAM MEMBERS



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Diverse and extensive experience in the field of counseling, psychotherapy, consulting, coaching and business.

## EAP Core Services

Personal	Organizational
<ul style="list-style-type: none"><li>■ Counseling</li><li>■ <b>Referrals</b></li></ul>	<ul style="list-style-type: none"><li>• Consultations</li><li>• Workshops/Trainings</li><li>• Mediation</li><li>• <b>Critical Incident Response (CIR)</b></li></ul>

## PERSONAL SERVICES- Referrals

- ✓ EAP refers into the **health plans** for substance abuse (SA) and intensive or continued mental health (MH) services.
- ✓ EAP utilizes an **EAP Liaison** with Blue Shield and Kaiser to mitigate clients/members having difficulty receiving SA/MH services.
- ✓ EAP **tracks and reports** instances of clients/members having difficulty receiving SA/MH services.



## ORGANIZATIONAL SERVICES – Critical Incident Response

An event that overwhelms an employee's typical coping and is atypical for the everyday work environment.

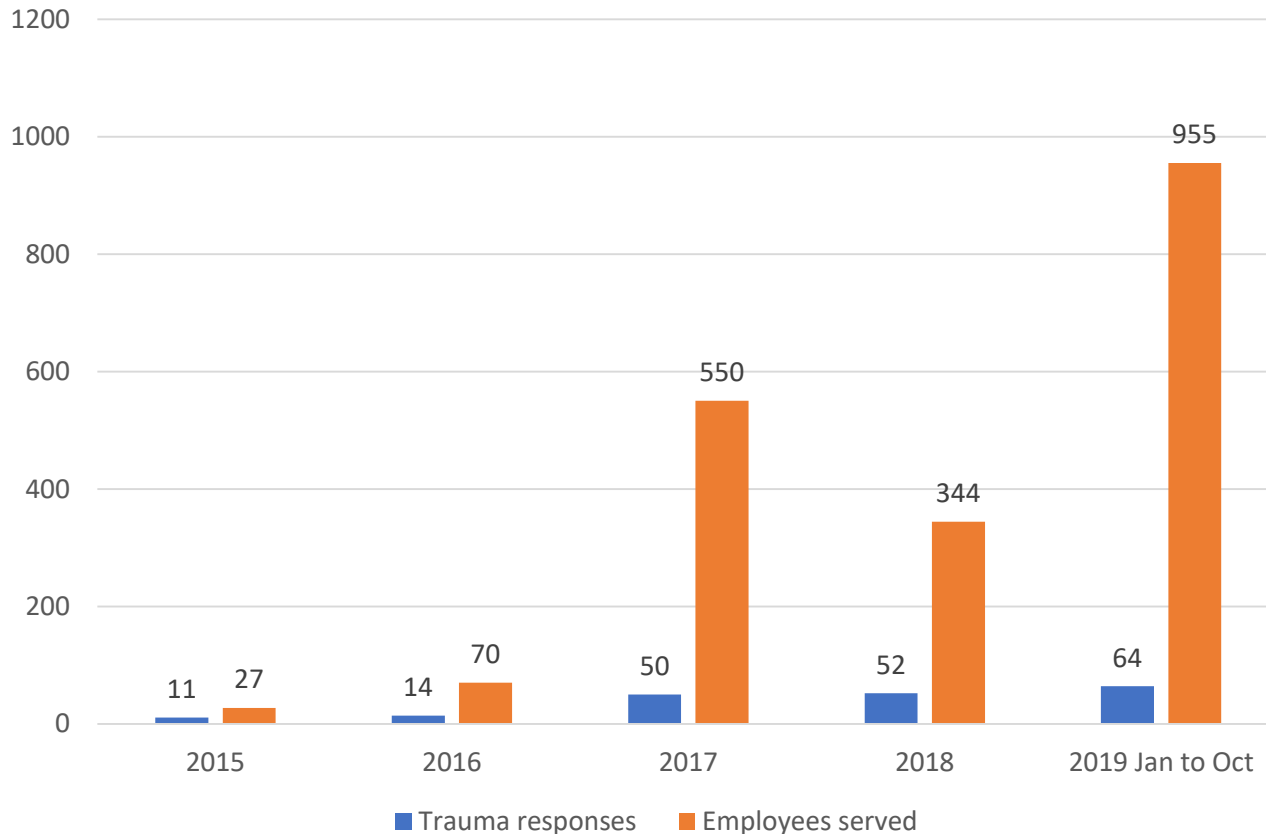
### Types:

- ✓ Workplace violence
- ✓ Witness to violence
- ✓ Death of a co-worker, patient or client
- ✓ Death of a family member
- ✓ Natural or man-made disasters
- ✓ Sexual assault
- ✓ Physical assault



## EAP CIR Services: Year over Year 2015 to October 2019

Individual and Group Trauma Responses



✓ **23% increase** in CIR compared to 2018 year end

✓ **177% increase** in individuals served compared to 2018 year end

## EAP Critical Incident Response

All on-site responses:

1. Follow best practices
2. Determined on a case by case basis
3. Include:
  - i. Initial consultation and information gathering
    - ✓ Information obtained from departmental Point of Contact
  - ii. Assessment/Recommendation
    - ✓ Based on chronology of event, severity and # of employees impacted
  - iii. Negotiation/Agreement
    - ✓ Based on EAP best practices and department's availability
  - iv. Inform
    - ✓ EAP communication with departmental POC and HSS internal communication

## EAP Critical Incident Response

### Response

- ✓ EAP resource materials
- ✓ EAP on-site group or individual services
  - Defusing, debriefing, grief support
- ✓ Individual services at EAP
  - Six sessions available

### Follow-Up

- ✓ Feedback from EAP to departmental POC and HSS leadership regarding outcome of EAP response(s)

### On-going Consultation/Risk Management

- ✓ As needed

WE'RE HERE *For You*



## Partnership with HSS and 1st Responder Group

- 1st Responder Group includes: Fire, Police, Sheriff, Medical Examiner and DEM
  - ✓ First responders experience on-the-job trauma often comparable to that of people in combat.
  - ✓ The SFPD has a program specialized in treating trauma and other issues in their uniformed personnel.
- Identified need for EAP services targeted for this group
  - ✓ The five agencies collaborated in a process to identify the areas most needed in a mental health program.
- A formal RFP for a multi-agency First Responder program is being pursued.
- SFHSS is facilitating meetings between our health plans and Police, Fire and the Sheriff's department to discuss concerns around access to mental health services through the health plan.

## EAP for Managers

EAP is here for you and your employees-We provide support to help you everyday, in times of transition and challenge, and in times of crisis.

Call for a consultation, to schedule an appointment or inquire about our services: [\(415\) 554-0610](tel:(415)554-0610) or [\(800\) 795-2351](tel:(800)795-2351)

### **Catherine Dodd Wellness Center**

1145 Market Street, Suite 100

Monday–Friday 8:00am–5:00pm

Easily accessible by public transportation.

## Resources

- Call EAP at 1-800-795-2351 or 415-554-0610
- **SFHSS EAP for Managers Website**
  - ✓ <https://sfhss.org/eap/eap-managers>
- **EAP 101 Reference Guide**
  - ✓ [https://sfhss.org/sites/default/files/2018-12/EAP101\\_Reference\\_Guide\\_0.pdf](https://sfhss.org/sites/default/files/2018-12/EAP101_Reference_Guide_0.pdf)
- **Loss in the Workplace**
  - ✓ [https://sfhss.org/sites/default/files/2018-12/EAPGrief\\_Handout.pdf](https://sfhss.org/sites/default/files/2018-12/EAPGrief_Handout.pdf)
- **Disruptive Event/Critical Incident Response**
  - ✓ <https://sfhss.org/resource/eap-disruptive-event-handout-0>