

## Direct Services Overview:

Triad offers Direct Services to customers to support management in dealing with workplace problems. Triad will only reimburse for the services as defined here. Since these require specialized skills, the fee schedule may differ from counseling reimbursement rates.

The organization or employee(s) may not be charged, either directly or through his or her insurance for services you provide on behalf of Triad.

## Crisis Support On-Site

### **Q: What is Crisis Support On-Site (also known as CISD)?**

**A:** Crisis Support On-Site is available to the workplace in the case of a traumatic or disruptive event, death or illness that impact employee's emotional and mental health. The service can be tailored to the customer's specific needs and circumstances. Group or individual on-site support is available. Groups are facilitated as either a debrief group to increase understanding of the event(s) and for participants to share their impressions, normalize feelings, and be provided with self-care and resiliency tools. It can also be strictly psychoeducational in nature without going into details of the event, but simply providing information about self-care and resiliency in the face of such an event. The needs of the customer and the situation will determine which kind of service will be needed.

### **Q: How does the on-site individual counseling work?**

**A:** On-site individual counseling involves going to the designated location and being available for one to three hours or more, depending on the specification of the customer, for employees to meet with the counselor who is standing-by.

### **Q: What about privacy and confidentiality of the employees?**

**A:** For a group process, the confidentiality expectations are set at the beginning of the group, as with all group work. If the counselor is there for individual counseling, when arriving on-site, it's important for the counselor to request the most private place available to hold the sessions, but the understanding is that while you want to maintain a private interaction and discussion, others will likely know who is accessing services and those employees who do so, are deciding for themselves if they want the support at that time.

### **Q: What if an employee doesn't want to participate?**

**A:** For both group or individual support, employee participation is always voluntary. Sometimes a psychoeducation group may be mandated. Much of the value of on-site service is first, to provide the support if wanted, and secondly, it's a message from the employer to employees that the employer is aware and cares about how the employees are being affected. It's also an ideal way to demonstrate that emotions are important and working through emotional pain is advocated and recommended. The employers are modeling healthy emotional self-care. Even if employees don't take advantage of the service, having leadership provide support can be a protective factor for many.

**Q: Are other services made available?**

**A:** During the on-site service, the counselor should inform employees that they can use their confidential, personal EAP sessions by calling Triad to get an authorization for counseling. Triad will equip the counselor with EAP benefit and contact information for the counselor to give to the employees, unless all that material has already been provided before the on-site visit.

**Q: What other supports to the employees are made available?**

**A:** Triad has topic-relevant handouts available, which Triad sends to the supervisor, HR, and /or counselor to distribute at the time of service.

**Q: What if the employer asks the counselor to provide additional services or schedule another visit?**

**A:** No problem! Triad is all about serving needs. The counselor can just let Triad know and we will arrange for additional services and confirm scheduling with the counselor.

## Supervisory Referral

**Q: What is a Supervisory Referral?**

**A:** A Supervisory Referral is initiated by the employer and provides the employee consultation with a Triad network provider as a resource for an employee and their supervisor to identify and correct the employee's workplace performance issues such as:

- When a work performance and/or interpersonal workplace problem has been identified and corrective or disciplinary action is needed.
- When an employee's job performance problems continue despite attempts to correct them in the usual process of supervision.
- When an employee has violated a workplace policy that has a behavioral component.

**Q: What is the role of the provider?**

**A:** The provider helps the employee identify ways to correct the performance issue which could include, for example, addressing personal issues, imparting skills, and developing a plan to improve.

**Q: How many sessions and/or how much time do I have to work with?**

**A:** Supervisory referrals consist of one session with a provider for the troubled employee, a consultation with TRIAD staff and/or the employer. The session can take longer than a typical EAP session.

**Q: If I know the employee, either personally or professionally, should I accept the referral?**

**A:** A personal or business relationship is a conflict of interest and therefore, please let Triad know so a different provider can be assigned. If the relationship is therapeutic in nature, it may be okay to see the referral but that will be determined on a case by case basis.

**Q: Can I continue to see the employee following the supervisory referral session?**

**A:** It depends. If this is an informal referral and no information is requested by the employer, it can be very beneficial to continue to meet with the employee if the employee so chooses by using their personal EAP sessions. An authorization will be required beyond the supervisory referral. In the case of a formal referral where the employee has violated a workplace policy and they face disciplinary action, the employer may then need to refer the employee again in the future, in which case, being that employee's counselor may be a conflict of interest making it difficult to work on behalf of both employer and employee.

**Q: How does the release of information process work?**

**A:** If the employer requested information back, the authorization will indicate that, and a release of information (ROI) is included with the paperwork. The kind of information to report back could include: 1) whether the employee attended, 2) their level of engagement and/or understanding of the issue they were referred for, and, 4) your recommendations for the employee. A mental health diagnosis, disclosure of physical health issues or information from the employee's personal life is not to be included unless specifically requested. Unless noted otherwise, report to Triad staff, who will then report back to the organization. A written report is typically not needed unless specifically requested.

**Q: Should I report back to Triad after the session with the employee?**

**A:** Please touch base with the Triad staff member assigned to the case as soon as possible after the session – within one business day -- especially if the organization requested information back.

**Q: How much will I be paid, what paperwork do I submit for payment?**

**A:** You can reimburse for the time spent (1/4 hour increments) meeting with the employee, and consulting with the supervisor and/or Triad staff member. If attached, have the employee(s) complete and sign the "CLIENT INTAKE" form. Return Intake to Triad otherwise payment may be delayed. Your invoice should include: name of employee to attend session(s), the organization, type of Services rendered, and session date(s). A TRIAD billing form is available if requested. Please bill us in a timely manner- at least monthly – so we can provide the employer accurate statistical information. Send your invoice and Client Intake:

- Mail: Triad EAP, 844 Grand Ave., Suite C, Grand Junction, CO 81501
- Fax: 844-298-4042
- Secure document exchange: Go to: <https://www.triadeap.com>  
Log in: Your email address.  
Password: Use the forgot password link if you need assistance.

## Conflict Resolution

**Q: What is conflict resolution?**

**A:** Conflict resolution usually refers to mediation between two parties but it may also involve training or counseling depending on circumstances. Conflict resolution is needed when work performance has

deteriorated and co-workers aren't getting along. Conflict resolution intervention is provided to help the employees recognize and appreciate their shared interests and motivate them to reconcile their differences and reach a mutually agreeable solution.

**Q: What is the role of a provider?**

**A:** Your role is to help the employees develop a plan to help improve their relationship and subsequent work performance. As an impartial third party, you can facilitate a discussion between the conflicting parties to help them reach a mutually agreeable, voluntary resolution. Ideally, the employees may become empowered to resolve their own disputes. You can make suggestions about communication styles and strategies, point out areas of agreement between the parties, and intervene to stop a conversation that is becoming too emotionally charged.

**Q: What expectations and ground rules could be established with participants prior to a joint session?**

- Confidentiality – a clear understanding of what will be kept confidential by all parties, and what will be shared.
- Work to resolve the conflict
- Identify shared/common goals
- Treat each other with respect
- Be clear and truthful about what is really bothering them and what they want to change
- Listen and make an effort to understand the views of others
- Be willing to take responsibility for their behavior
- Be willing to compromise

**Q: How many sessions and/or how much time do I have to work with?**

**A:** Conflict resolutions can be up to 3 hours for individual or combined sessions in total. If any additional time is needed, please call TRIAD beforehand so we can make sure the employer wants to pay for the additional time. A conflict resolution intervention can take various forms; what follows is one possibility:

- 15 minutes: Discussion with the supervisor to gather background information and learn what the employer's goals are.
- 60 minutes: Individual consultation with each party (roughly 30 minutes each)
- 90 minutes: Joint session with both parties
- 15 minutes: Follow up discussion with the supervisor to discuss recommendations (only if planned for ahead of time).

Notify Triad when an appointment is scheduled and again after the appointment with how it went in addition to contacting the supervisor if requested

**Q: Can I see the employees involved once the conflict resolution has been completed?**

**A:** If either employee chooses, they could use their confidential EAP counseling sessions with you AFTER the conflict resolution process has been completed. If either chooses to see you as a client, the employee would need to call TRIAD to get authorization first. If either employee would like to see a therapist BEFORE the conflict resolution process has been completed for personal counseling, please have them

call TRIAD to be directed to a different therapist. Confidential EAP sessions are available to the employee beyond this referral session. The client-employee will need to call Triad for an authorization.

**A: How does the release of information process work? What kind of paperwork is involved?**

**Q:** Please have both employees complete the Client Intake form. During the initial meeting determine what the expectations will be regarding the kind of information that would be reported back to administration following the joint and/or individual sessions. No personal or mental health diagnostic information should be shared.

## Workplace Consultation

**Q: What is a Workplace Consultation?**

**A:** A workplace consultation is a key feature of an EAP in supporting the employer. Managers or HR personnel call Triad with a dilemma to solve regarding a difficult workplace dynamic. The Employee Assistance Professionals Association believes that a successful consultation is dependent on asking the correct questions to distill the problem out and help the employer reach a deeper understanding of the problem, to find the best solutions. Workplace consultation relies on the expertise, knowledge, and relevant information a consultant can share regarding best course of action in any given dynamic often having to do with personality issues or employees experiencing difficulties, but a supervisory referral or conflict resolution case are not quite a fit as the employer is seeking direction on how to act in a given situation.

**Q: What is the role of a provider?**

**A:** Your role is to help the employer discover the best course of action for the specified dynamic. Being a springboard, assessing the problem, and working together to reach a decision on the best course of action. You are providing insight and feedback based on your experience and knowledge.

**Q: Should I report back to Triad after the consultation?**

**A:** When the consultation is complete, please report back to the Triad staff member assigned to the case.

## Substance Abuse Assessment

**Q: What is a substance abuse assessment?**

**A:** A substance abuse assessment is made by the employer for an employee that has violated a substance abuse policy. It is an assessment using validated screening tools to identify the employee's amount of substance use and level of risk to health and safety.

**Q: What is the role of the provider?**

**A:** Your role is to ascertain the employee's level of substance use and make recommendations based on the outcome of the assessment.

**Q: How many sessions and/or how much time do I have to work with?**

**A:** Substance abuse assessments consist of one session with a provider for the employee, a consultation with TRIAD staff and/or the employer. The session can take longer than a typical EAP session.

**Q: Can I continue to see the employee following the supervisory referral session?**

**A:** You may continue seeing the employee if they choose to do so and if it is within your scope of practice given the assessment outcome. Otherwise, please consult with Triad on which network provider would be a good fit as determined by the assessment outcome, community resources, and qualified providers available.

**A: How does the release of information process work?**

**Q:** If the employer requested information back, the authorization will indicate that, and a release of information (ROI) is included with the paperwork. Information to report back could include: 1) whether the employee attended, 2) their level of engagement and/or understanding of the issue they were referred for, and, 4) your recommendations for the employee. A mental health diagnosis, disclosure of physical health issues or information from the employee's personal life is **not** to be included unless specifically requested. The authorization indicates whether to report back directly to the organization's contact or to Triad staff, who will then report back to the organization. A written report is typically not needed unless specifically requested by Triad or the organization.

**Q: Should I report back to Triad after the session with the employee?**

**A:** Please touch base with the Triad staff member assigned to the case as soon as possible after the session – within one business day -- especially if the organization requested information back.