

SUPERVISORY TRAINING:

Addressing and Supporting Employee Mental Health in the Workplace

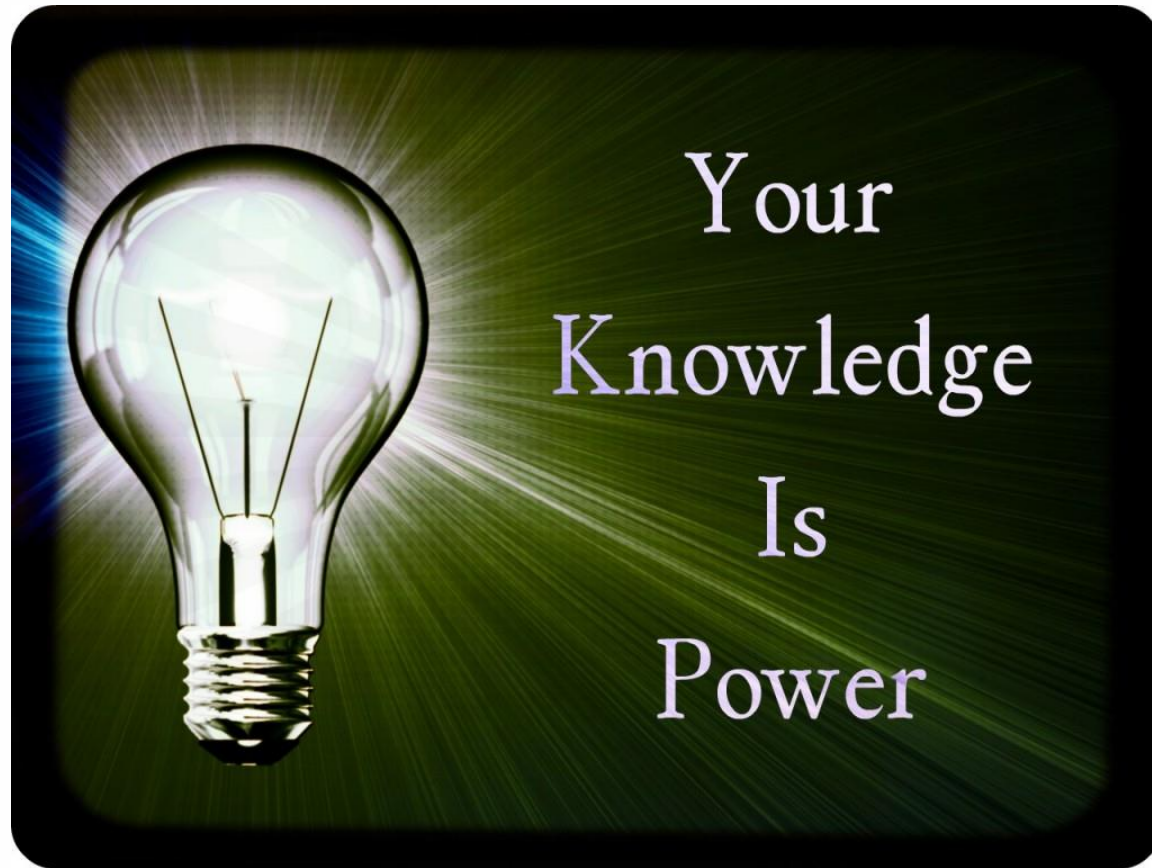
Presented by:

**The Employee Assistance Program
Employee Support Services Section
Benefits and Employee Support Services Division
Human Resources Department**

COURSE OVERVIEW:

- ✓ Why Workplace Wellness Matters
- ✓ How to Identify Mental Health and Substance Use Disorders
- ✓ Impact of Mental Health and Substance Use Symptoms on the Workplace
- ✓ How to support employees who are struggling with Mental Health and/or Substance Use Disorders
- ✓ How to address Substance Use in the Workplace/Reasonable Suspicion
- ✓ How can the EAP support you as a leader
- ✓ Best Practices
- ✓ Resources Available

What Do You Hope to Learn?



Health and Wellness

- ▶ **Health** is a state of complete physical, mental and social well-being and not merely the absence of disease or infirmity. *World Health Organization (WHO)*
- ▶ **Wellness** is not the absence of disease, illness or stress, but the presence of purpose in life, active involvement in satisfying work and play, joyful relationships, a healthy body and living environment, and happiness. *Substance Abuse and Mental Health Services Administration (SAMHSA)*

Mental Wellness

The WHO defines Mental Wellness as:

“a state of well-being in which the individual realizes his or her own abilities, can cope with the normal stresses of life, can work productively and fruitfully, and is able to make a contribution to his or her community.”



What is a Mental Health Disorder?



What is a Substance Use Disorder?



What are some signs and symptoms that may indicate mental health or substance use issues?

Signs and Symptoms

It's easy to miss some early warning signs of mental illness in the workplace. There are some common signs that you should look out for:

- Long-lasting sadness or irritability
- Extremely high and low moods
- Excessive fear, worry, or anxiety
- Social withdrawal
- Dramatic changes in performance, attendance, eating or sleeping habits
- Frequent accidents
- Anger or Interpersonal conflict

Remember, if you spot one of these signs, it doesn't always mean someone has a mental health issue. It could signal an underlying health problem or something else entirely.

Signs and Symptoms: Depression

- ▶ Depression impacts 16% of adults during their lifetime.

Warning signs include:

- Trouble sleeping, or sleeping too much
- Feeling sad
- Loss of interest in activities previously enjoyed, social withdrawal
- Difficulty concentrating and making decisions
- Changes in appetite, overeating or not eating enough
- Fatigue
- Restless activity or slowed movements and speech
- Feelings of worthlessness or guilt
- Thoughts of suicide or self-harm



Signs and Symptoms: Anxiety

- ▶ Anxiety impacts 30% of adults during their lifetime.

Warning signs include:

- Excessive worry
- Feeling nervous, irritable or on edge
- Sense of impending danger, panic or doom
- Increased heart rate
- Panic attacks, Breathing rapidly (hyperventilation), sweating, and/or trembling
- Feeling weak or tired
- Difficulty concentrating
- Trouble sleeping
- Gastrointestinal (GI) problems



Signs and Symptoms: Trauma

- Research estimates that roughly 5 percent of the US population—13 million adults—have PTSD.
- Some signs/symptoms you may see in the workplace:
 - Difficulty concentrating due to thoughts, flashbacks, fear or traumatic responses
 - Hypervigilance/Easily startled
 - Anger and low frustration tolerance
 - Poor concentration
 - Mood swings
 - Fatigue
 - Avoidance, shame and guilt



Signs and Symptoms: Substance Use Disorders (SUD)

Over 44 million Adults in the US meet the criteria for a substance use disorder.

Changes in performance

- Frequent or patterned unplanned absences or tardiness (e.g., Mondays and Fridays, or immediately after payday)
- Reduced job efficiency and productivity
- Erratic or impulsive behavior
- Poor judgment
- Frequent accidents on the job
- Mood swings, anger, defensiveness, argumentative behavior
- Excessive use of sick leave
- Complaints from co-workers or customers

Changes in behavior

- Lack of coordination, staggering
- Appearing confused or forgetful
- Excessive use of mouthwash or breath mints
- Falling asleep while on duty
- Disheveled
- Trembling/shaking
- Restless/agitated
- Changes in speech pattern
- Strained relationships with co-workers
- Belligerent, argumentative, or short-tempered, especially in the mornings or after weekends or holidays
- Becoming a “loner”

Signs and Symptoms: Severity

We can classify symptoms into three levels of severity. An individual may be experiencing differing levels of severity for different symptoms simultaneously.

The levels of severity are:

- Mild: A few symptoms, with little effect on day-to-day
- Moderate: More symptoms that can make their daily life much more difficult than usual.
- Severe: Many symptoms that can make their daily life extremely difficult.



By identifying these signs before they reach a severe state and providing support, you can allow your employee to manage their work life and personal life together effectively.

Understanding Mental Health and Substance Use Disorders

- ▶ Substance Use Disorders (SUD) and Mental Health Disorders (MH) are very common
- ▶ For *1 in 10 people*, substance abuse leads to addiction.
- ▶ Both Mental Health and Substance Use Disorders have some hallmarks:

Acute/Chronic

Progressive

Primary

Terminal

Fact or Fiction:

- ▶ Mental health disorders are common within the US population.
- ▶ 1 in 6 people in the US struggle with a mental illness or substance use disorder.
- ▶ Most people who need help for substance use get the help they need.
- ▶ The largest age group in the US that is struggling with their mental health is 26–49.
- ▶ 45% of Alcohol Users are binge drinkers.

Incidence of Mental Health and Substance Use in the Workplace

Incidence of Mental Health Disorders

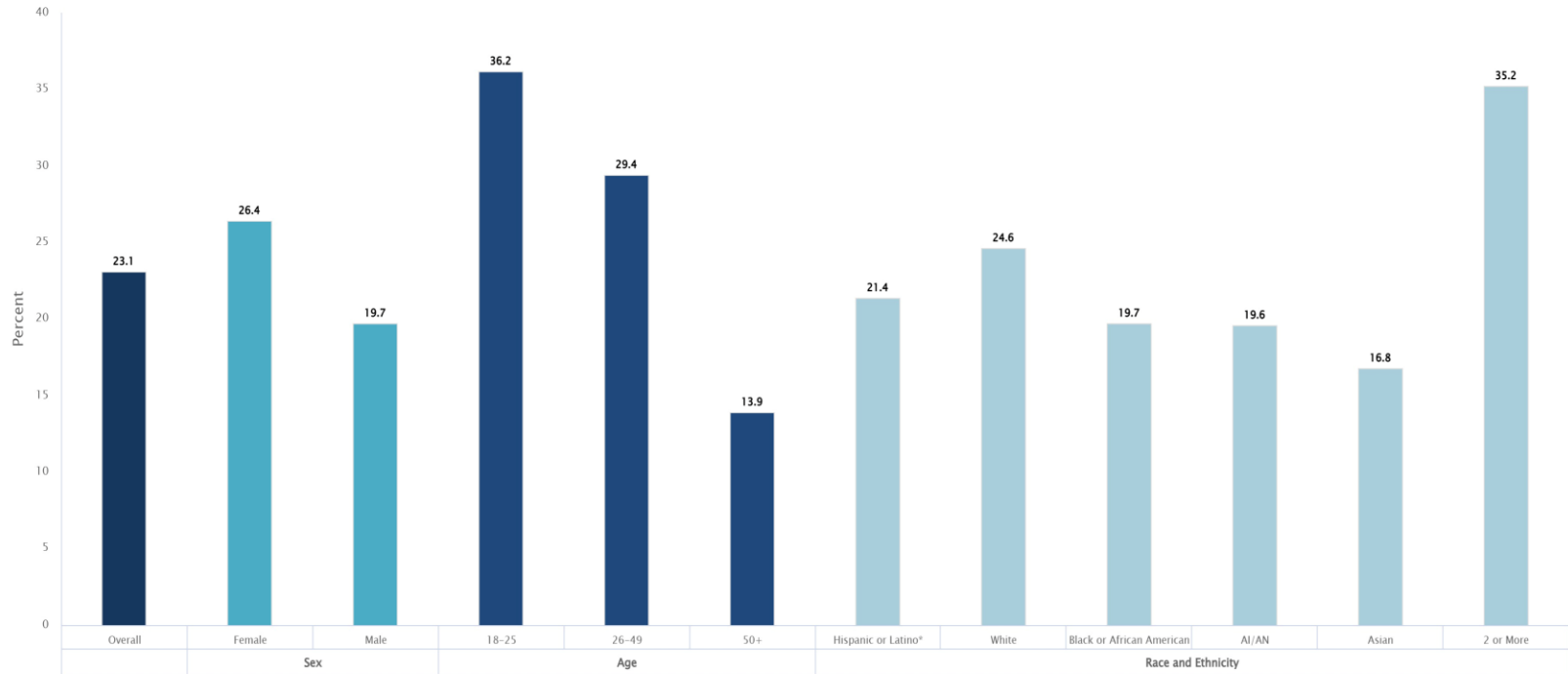
According to the 2023 National Survey on Drug Use and Health (NSDUH) by the Substance Abuse and Mental Health Services Administration (SAMHSA):

- An estimated 58.7 million adults aged 18 or older in the United States with AMI. This number represented 18% of all U.S. adults.
- The prevalence of AMI was higher among females (26.4%) than males (19.0%).
- Young adults aged 18–25 years had the highest prevalence of AMI (36.2%) compared to adults aged 26–49 years (29.4%) and aged 50 and older (13.9%).

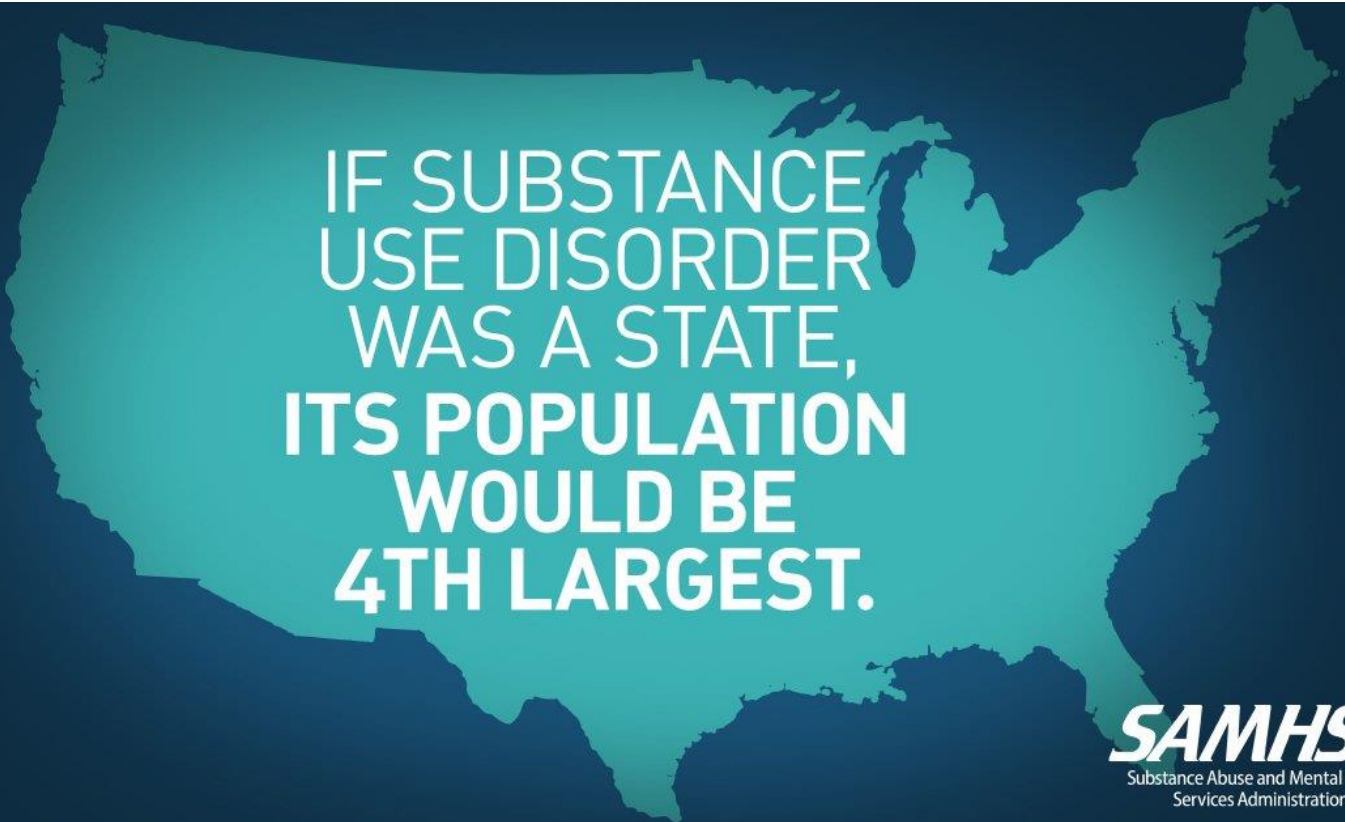
Incidence of Mental Health Disorders

Past Year Prevalence of Any Mental Illness Among U.S. Adults (2022)

Data Courtesy of SAMHSA



****This is something to keep in mind as the newer generations are entering the workforce.**

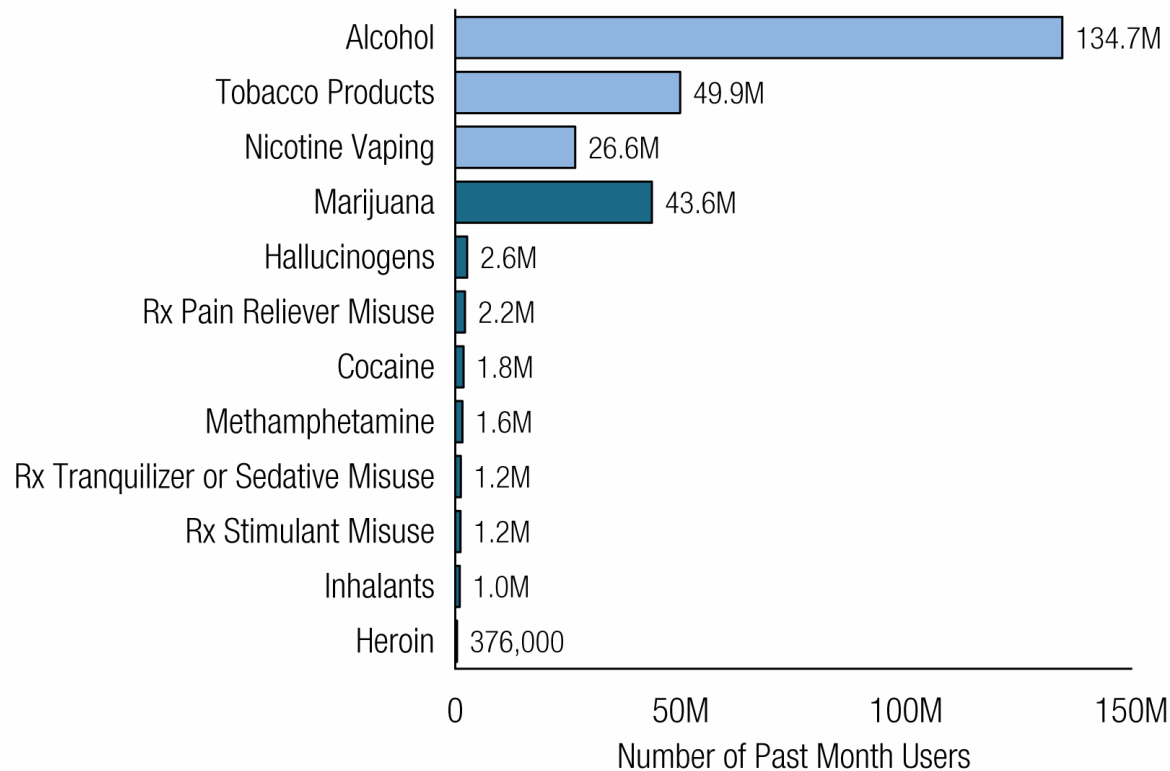


IF SUBSTANCE
USE DISORDER
WAS A STATE,
ITS POPULATION
WOULD BE
4TH LARGEST.

SAMHSA
Substance Abuse and Mental Health
Services Administration

Incidence of Substance Use Disorders

2023 SAMHSA US Substance Use Statistics: Past Months Use, 12 yr. or older

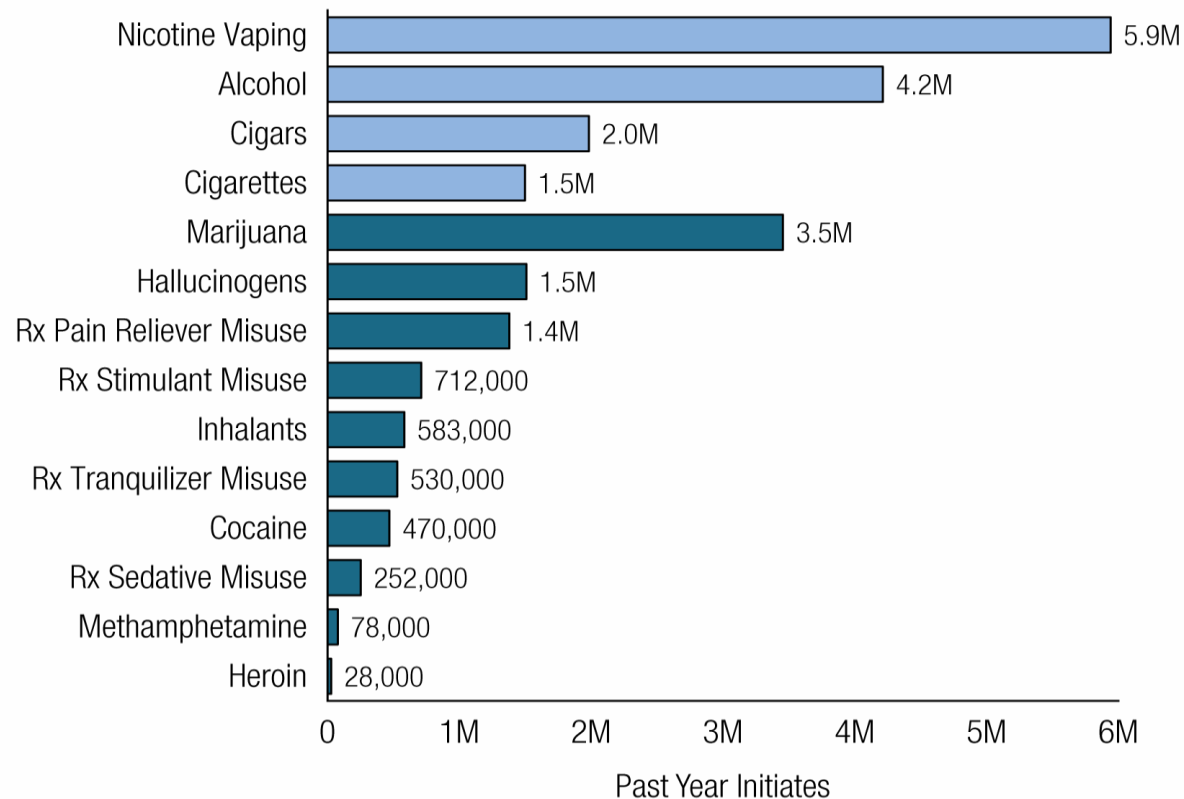


Rx = prescription.

Note: The estimated numbers of current users of different substances are not mutually exclusive because people could have used more than one type of substance in the past month.

Incidence of Substance Use Disorders

2023 SAMHSA US Substance Use Statistics: Past Year Use, 12 yr. or older

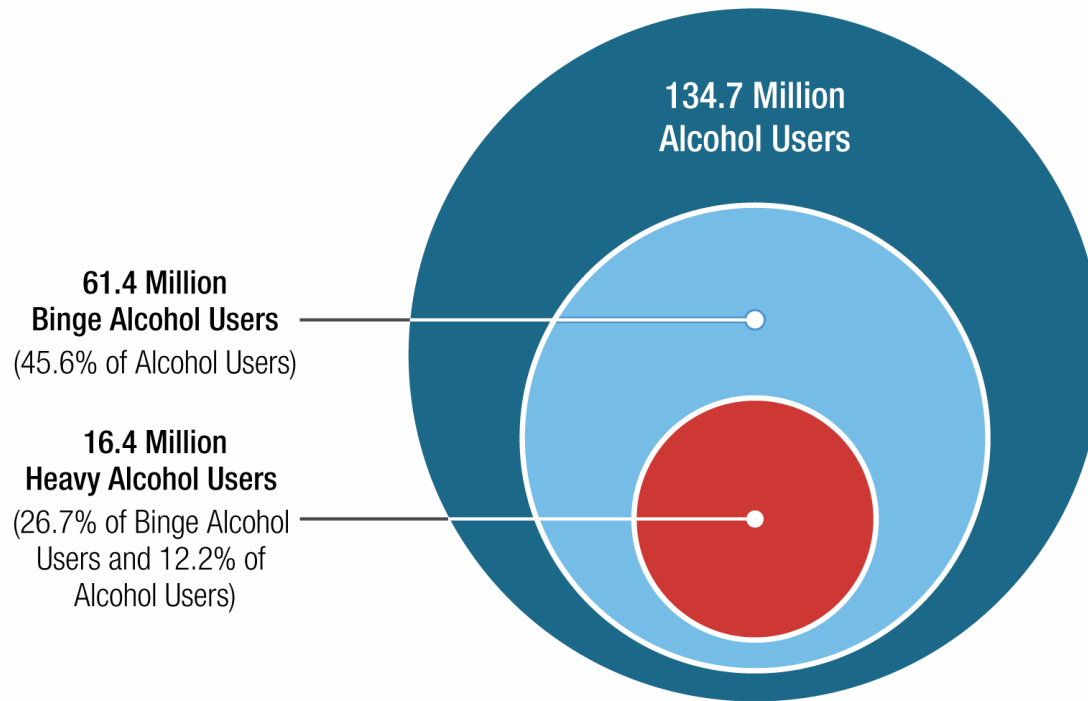


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Incidence of Substance Use Disorders

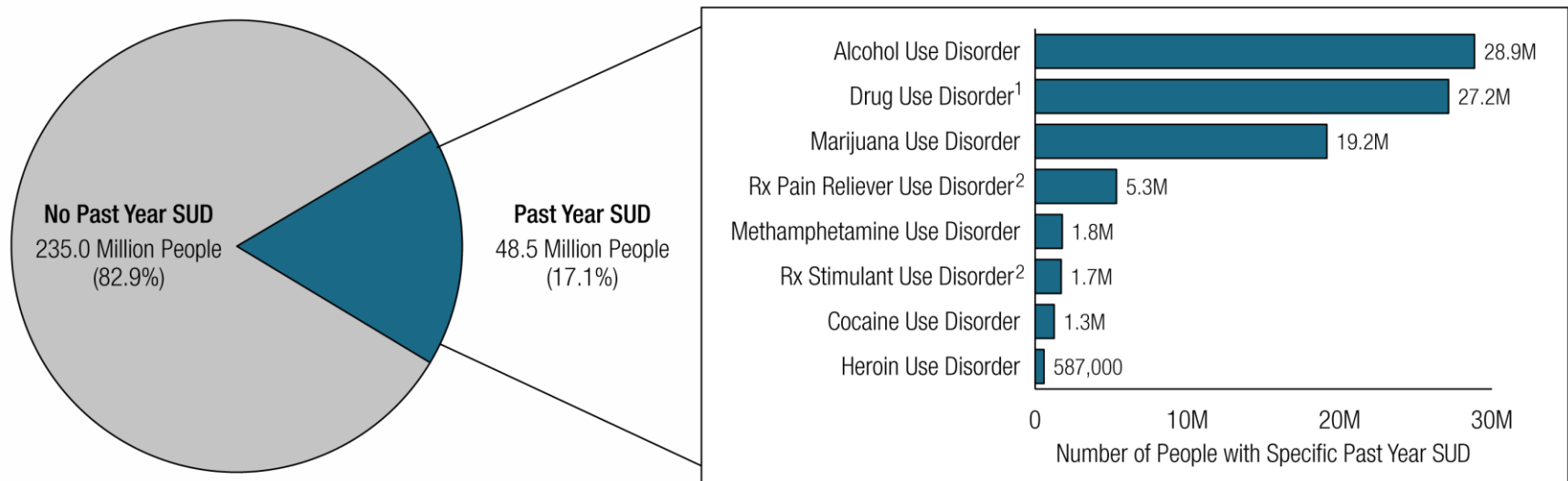
2023 SAMHSA US Substance Use Statistics: Past Months Alcohol Use



Note: **Binge Alcohol Use** is defined as drinking five or more drinks (for males) or four or more drinks (for females) on the same occasion on at least 1 day in the past 30 days. **Heavy Alcohol Use** is defined as binge drinking on the same occasion on 5 or more days in the past 30 days; all heavy alcohol users are also binge alcohol users.

Incidence of Substance Use Disorders

2023 SAMHSA US Substance Use Statistics: Past Year Substance Use Disorder (SUD): Among People Aged 12 or Older; 2023



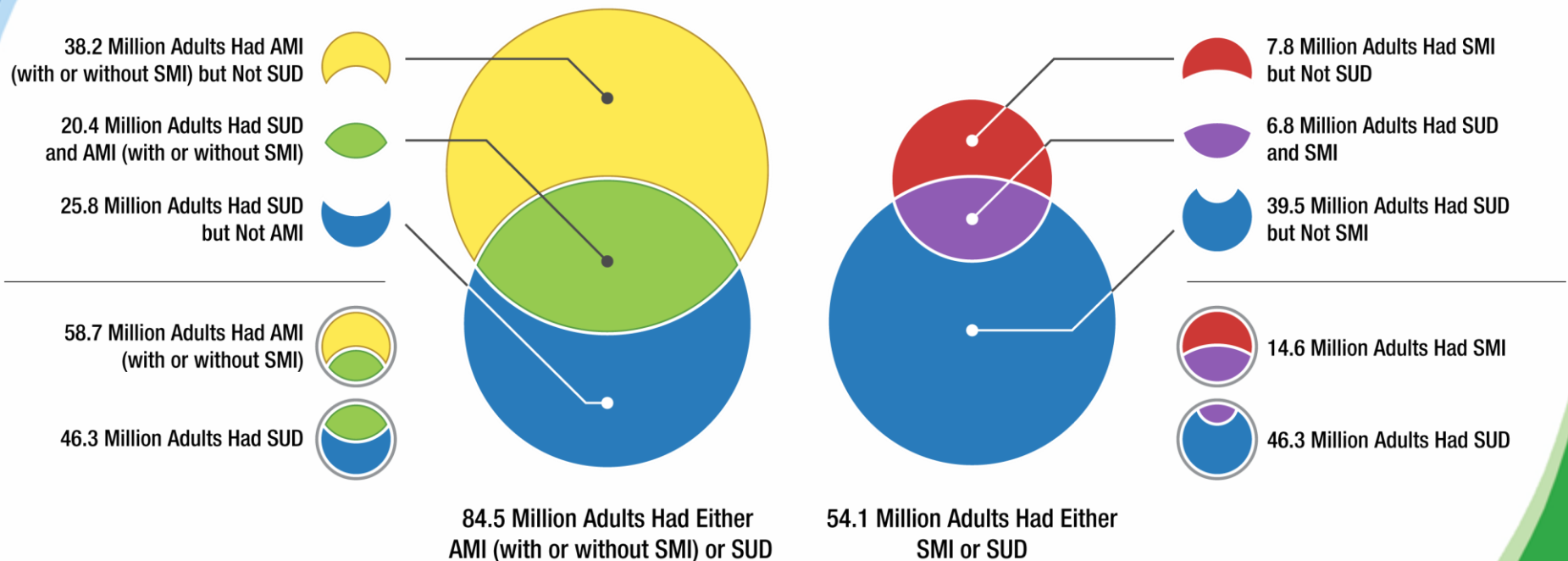
Note: The estimated numbers of people with substance use disorders are not mutually exclusive because people could have use disorders for more than one substance.

¹ Includes data from all past year users of marijuana, cocaine, heroin, hallucinogens, inhalants, methamphetamine, and prescription psychotherapeutic drugs (i.e., pain relievers, tranquilizers, stimulants, or sedatives).

² Includes data from all past year users of the specific prescription drug.

Incidence of Mental Health and Substance Use Disorders

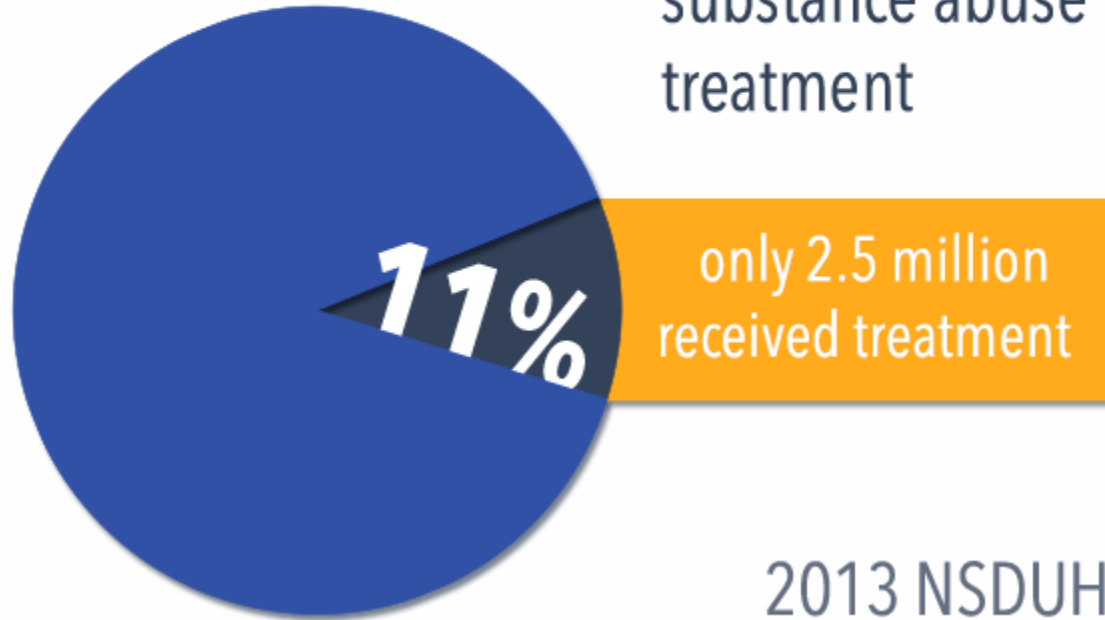
2023 SAMHSA US Substance Use Statistics: Incidence of SUD/AMI/SMI, 18 yr or older



US population in 2023 was 334.9 meaning that very close to 1 in 4 people in US suffer with a mental health or substance use disorder.

Key: AMI: All Mental Illness
SMI: Severe Mental Illness
SUD: Substance Use Disorder

22.7 million Americans need
substance abuse
treatment



Over the last 10 years, do you think these
numbers have increased or decreased?

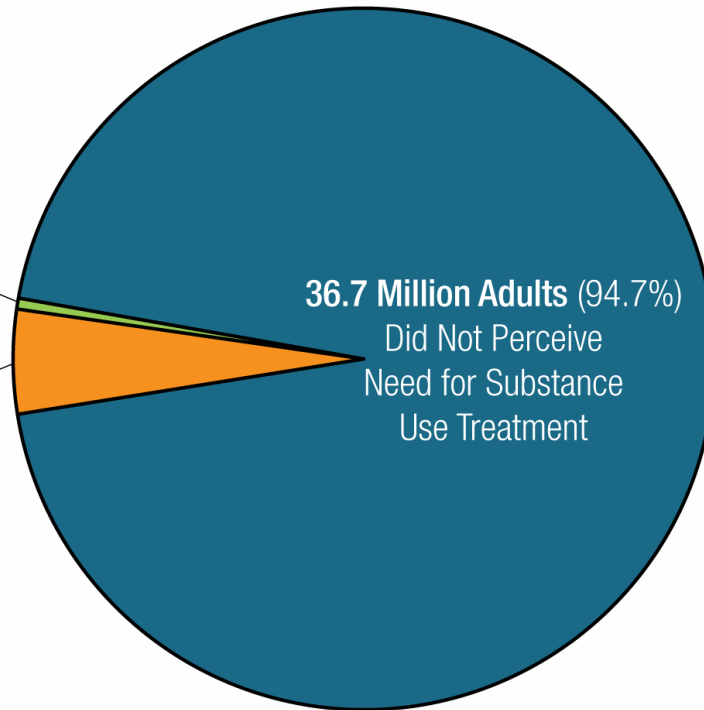
Incidence of Mental Health and Substance Use Disorders

Most Americans with substance use disorders don't receive treatment.

- Over 46.3 million Americans aged 12 and older had a substance use disorder in 2023, 14% of the population.
- Only 10% of whom received treatment, according to the latest National Survey of Drug Use and Health. (2021: 6%)

189,000 Adults (0.5%)
Sought Treatment

1.9 Million Adults (4.8%)
Did Not Seek Treatment
but Thought Should Get
Treatment



**39.6 Million Adults with a Substance Use Disorder Who Did Not
Receive Substance Use Treatment**

Incidence of Mental Health and Substance Use Disorders

The same goes for mental health...

- In 2021, among the 57.8 million adults with AMI, 26.5 million (47.2%) received mental health services in the past year.

Fact or Fiction:

- ▶ Mental health disorders are common within the US population. **TRUE**
- ▶ 1 in 6 people in the US struggle with a mental illness or substance use disorder. **FALSE 1 in 4 people in the US struggle with MI or SUD**
- ▶ Most people who need help for substance use get the help they need. **FALSE... Only 6% individuals that need help with SUD get the help they need.**

Fact or Fiction:

- ▶ The largest age group in the US that is struggling with their mental health is 26–49. **FALSE, the largest age group in the US is struggling with their mental health is 18–25.**
- ▶ 45% of Alcohol Users are binge drinkers. **TRUE**

So why is this important?

Impact of Mental Wellness in the Workplace

Mental Health Symptoms in the Workplace

When an employee struggles with untreated—or poorly treated—emotional distress or mental illness it can greatly impact work performance and productivity.

Symptoms of distress	= Signs that affect work productivity
Sleep problems	= Lower quality work, lateness to work
Lack of concentration	= Procrastination, more accidents on the job
Slowed thoughts	= Indecision or trouble making decisions
Aches and pains	= Trips to the doctor, increased healthcare costs
Forgetfulness	= Poor quality work
Self-medication	= Missed deadlines, absenteeism
Irritability or tearfulness	= Poor relationships with coworkers, boss, or clients
Low motivation or morale	= Presenteeism

Mental Wellness: Emotional Distress

WHAT DOES WORK STRESS PHYSICALLY DO TO YOUR BODY?

These 8 health symptoms were found as the outcome of common work stressors.

HEADACHE

Pain in upper and back of head
Pain-signalling pathways become over sensitive when in a stressful situation causing frequent headaches.

DIZZINESS

Light-headed feeling
In a stressful situation changes in metabolic rate (blood pressure and heart rate) cause dizziness and hyperventilation.

APPETITE

Increased appetite
Ghrelin is released from the sympathetic nervous system during a stressful situation causing a need for food.
Decreased appetite
Emotional stressors increase production of ACTH and MSH causing stress-induced anorexia.



EYE STRAIN

Itchy, sore, or heavy eyes/blurred or double vision
Caused by work stressors leading to increased sensitivity to pain. This is heightened by computer work or visually intense work tasks.

BACKACHE

Pain in neck, shoulders, upper and lower back
Caused by low cortisol and elevated prolactin levels during times of stress.

GASTROINTESTINAL PROBLEMS

Cramping and aches
Increased amounts of ACTH from the sympathetic nervous system delays digestion.
Heartburn and acid indigestion
The stress process increases symptoms of heartburn and leads to ulcers and indigestion.
Irritable bowel syndrome
Nerve fibers respond to stress by increased colonic muscle contractions.

FATIGUE

Lack of energy or tiredness
Stress-mediated fatigue is one of the most common symptoms of stress and is usually triggered by a stressful event at work.



SLEEP DISTURBANCE

Not being able to fall asleep/waking up frequently
During stress, ACTH and cortisol levels are increased leading to reduced melatonin levels which causes sleep disturbance.

Mental Wellness: Emotional Distress

- ▶ Emotional distress affects business through the connection between mental and emotional health and productivity.
- ▶ Emotional distress does not mean a mental illness exists, but distress can still negatively affect performance; left unaddressed, performance can worsen.
- ▶ Excessive demands resulting in stress may contribute to difficulty managing emotions, focusing attention, making decisions, and thinking clearly or objectively.¹
- ▶ Reduced distress can lead to enhanced resilience, strengths in employee satisfaction, recruitment and retention, absence reduction, work engagement, productivity, and financial performance.

Why focus on workplace mental wellness?

Investing in mental health is not just a moral obligation; it is a sound financial strategy.

The World Health Organization (WHO) estimates that depression and anxiety disorders cost the global economy approximately \$1 trillion annually in lost productivity.¹

This staggering figure highlights the direct link between employee mental health and overall organizational performance.

1. <https://pmc.ncbi.nlm.nih.gov/articles/PMC9925363/#:~:text=The%20high%20disease%20burden%20further,trillion%20by%202030%20%5B2%5D.>

Why focus on workplace mental wellness?

- **Employee Productivity:** A study by the McKinsey Global Institute found that for every \$1 invested in mental health initiatives, companies can expect a return of up to \$4 in improved productivity. This demonstrates a clear financial incentive for businesses to prioritize mental health. ²
- **Absenteeism:** According to the National Alliance on Mental Illness (NAMI), employees with untreated mental health conditions are 3 to 5 times more likely to miss work than their peers. On average, this results in a loss of 20.5 days of work each year per employee, significantly affecting overall productivity. ³

². <https://www.mckinsey.com/industries/healthcare/our-insights/mental-health-in-the-workplace-the-coming-revolution>

³. <https://www.nami.org/support-education/publications-reports/survey-reports/the-2024-nami-workplace-mental-health-poll/>

Why focus on workplace mental wellness?

- **Turnover Rates:** Organizations that prioritize mental health see lower turnover rates. Gallup's research indicates that companies with highly engaged teams experience 25% lower turnover. This not only saves on recruitment and training costs but also helps maintain institutional knowledge and stability within teams. ⁴
- **Presenteeism:** The CDC reports that presenteeism, where employees are physically present but unable to perform at full capacity due to mental health issues, can reduce productivity by 30% or more. This silent drain on resources underscores the need for proactive mental health support. ⁵

4. <https://www.gallup.com/workplace/236927/employee-engagement-drives-growth.aspx>

5. https://www.cdc.gov/pcd/issues/2016/15_0503.htm

What areas does workplace mental wellness impact?

Direct Impacts:

- Absenteeism
- Overtime pay
- Higher Insurance claims
- Increased insurance costs
- Worker's compensation claims (5x higher)
- Accidents
- Workplace crime



217 million lost workdays due to productivity decline

What have we established so far?

Mental Health and Substance Use disorders
are.....

The impact on the workplace and workforce
is....

What did you find surprising?

How can you as a manager and leader impact Emotional Wellness within your worksite and team?

The ICU method

As people with a physical injury or illness may require help through an **I**ntensive **C**are **U**nit, so people in distress or with a psychological/emotional injury or illness may require help from one another through the three steps of **I**dentify, **C**onnect, and **U**nderstand.

Physical Health	"I See You"	ICU Steps to Improve Emotional Health
I ntensive	I	I dentify the signs
C are	C	C onnect with the person
U nit	U	U nderstand the way forward together

ICU thus becomes "I See You."

Employee Assistance Support

Supervisor engagement is Critical to the success of employees

- ▶ Daily contact with the employee
 - First opportunity to identify a potential employee issue
- ▶ Early problem identification and referral skills
 - Best chance of problem resolution for employees
 - Increased health care cost savings
 - Improved morale and team dynamics
 - Focus on the employee as a person not just a worker



Employee Assistance:

- ▶ Managers can create an environment where we equip our employees to recognize the signs of distress and refer each other to the resources already available.
 - Our employee assistance program
 - Our mental health and substance use disorder benefits
- ▶ Interventions can help. The majority (65–80%) of those suffering from emotional distress or mental illnesses will get better with proper treatment—a success rate that exceeds many non-psychiatric illnesses.⁸

Reality Check









As supervisors you walk the line
between support and being the
Front Line of Safety

Observable Indicators of Probable Substance Use:

- ▶ Face
- ▶ Eye
- ▶ Nose
- ▶ Mouth
- ▶ Hands
- ▶ Arms
- ▶ Body
- ▶ Mood
- ▶ Speech
- ▶ Movement
- ▶ State-of-Mind
- ▶ Physical Symptoms



Face and Eyes:

- ▶ Flushed or very pale face
- ▶ Excessive sweating
- ▶ Blood shot, watery eyes
- ▶ Unusual movements
- ▶ Dilated/constricted pupils
- ▶ Extreme fatigue/falling asleep



Nose and Mouth:

- ▶ Runny nose
- ▶ Sores around nostrils
- ▶ Dry mouth
- ▶ Frequent swallowing

Body:

- ▶ Shaking hands
- ▶ Clamminess
- ▶ Puncture marks
- ▶ Tremors
- ▶ Unusually sedate or calm
- ▶ Odor or alcohol or marijuana



Speech:

- ▶ Slurred or incoherent
- ▶ Inappropriate verbal response
- ▶ Verbal abusiveness
- ▶ Pressured speech
- ▶ Tangential speech

Physical:

- ▶ Nausea
- ▶ Vomiting
- ▶ Hallucinations



Movement:

- ▶ Unsteady gait
- ▶ Impaired motor coordination
- ▶ Over-reaction
- ▶ Over-compensation



Mood:

- ▶ Euphoric high
- ▶ Excessive laughter/talkativeness
- ▶ Highly excited/nervous/irritable
- ▶ Withdrawal/depression
- ▶ Extreme aggression/agitation

State of Mind:

- ▶ Confusion
- ▶ Disorientation
- ▶ Impaired short-term memory
- ▶ Responding to external triggers
- ▶ Paranoia



Reality Check







- ▶ By performing Reasonable Suspicion testing who are we protecting?
 - a) Employee
 - b) Employer
 - c) Public
 - d) All of the above

Reasonable Suspicion

A Reasonable Suspicion Drug/Alcohol test may be directed whenever a reasonable suspicion exist that an employee may be under the influence of a controlled substance, suffers from substance abuse or is in violation of County or departmental rules or regulations concerning the use of such substances. The decision must be based on observations concerning the appearance, behavior, speech, or body odors of the employee.

PLEASE NOTE: Reasonable Suspicion testing requires approval from a Division Director or higher authority within the employee's concerned department.

Reasonable Suspicion

Based on any of the referenced considerations, the Department DPR shall request Reasonable Suspicion testing by notifying the Human Resources Department Labor Relations Section during normal business hours, Monday – Friday, 8:00 – 5:00 p.m.

A supervisor shall escort the concerned employee for testing at any of the three (3) designated Jackson medical facilities:

- ▶ Jackson North Medical Facility – 100 NW 170th Street, Suite 405, Miami, Florida 33169
- ▶ Park Plaza (Kendall) Medical Facility – 8900 SW 117th Avenue, Suite B-202, Miami, Florida 33186
- ▶ Jackson Jefferson Reaves Facility– 1009 NW 5th Ave Miami, FL 33136

Types of Drug Testing at Miami-Dade County

Types of Drug Testing:

- Pre Employment– DOT, County (certain job classes)
- Random– DOT
- Post Accident– DOT
- Annual–County (certain job classes)
- Reasonable Suspicion– DOT, County
- Return to Duty– DOT
- Follow Up – DOT



Substances Tested

	DOT	Miami-Dade County
THC	X	X
Cocaine	X	X
Amphetamines	X	X
Opiates	X	X
Opioids	X	X
PCP	X	X
ETOH	X	X
Methamphetamine		X
Benzodiazepines		X
Barbiturates		X

**What is the #1 reason
managers and supervisors
do not address concerns
regarding Substance Use?**

Accuracy:

- ▶ Do you have to be right without a reasonable doubt?
- ▶ What if I'm wrong?
- ▶ How do you face the employee if I drug test them, and the employee turns out to be negative?
- ▶ What are the repercussions?

Does your employee have to test positive?

- ▶ Your employee does not have to test positive to be correct in sending him or her in for a Reasonable Suspicion test
- ▶ Even if an employee self discloses that he or she will be positive still send them in for testing
- ▶ Know what your company protocols are beforehand – in the event you have a positive
- ▶ Do not let employee drive to testing facility!

Key Points for Reasonable Suspicion

- ▶ Document occurrence(s) that led to decision to test
- ▶ Has to be authorized by Division Director or above
- ▶ Consult your DPR and Labor
- ▶ Review AO 7-29 Reasonable Suspicion



**What is a supervisor's role
in the addressing Mental
Health and Substance Use in
the Workplace?**

Addressing the employee

- ▶ Escort from the workplace discreetly
- ▶ Should take place in a private office with supervisor and confirming party
- ▶ Make sure that you have looped in Labor, Manager and your DPR
- ▶ Tell the employee you are concerned, and they are being sent for a reasonable suspicion drug and alcohol test (if applicable)
- ▶ Explain to the employee what next steps will be, referral to the EAP or substance testing
- ▶ Respect the employee's confidentiality



Some Reasons Supervisors May be Reluctant to Refer Employees for Support or Help

- ▶ Compassion
- ▶ Guilt
- ▶ Friendship
- ▶ Loyalties
- ▶ Jeopardizing employee's livelihood
- ▶ Loss of employee confidence/support
- ▶ Insecurities
 - ▶ Fear for personal safety
 - ▶ Do not like confrontation
 - ▶ Lack of training on the referral and labor processes

Common Supervisor Pitfalls

- ▶ Ignoring job performance problems, hoping they will go away or are temporary
- ▶ Accepting excuses or apologies
- ▶ Threatening disciplinary action without follow through
- ▶ Giving advice or pep talks
- ▶ Doing some of the employee's work because he is in a bad spot or working around the person
- ▶ Considering someone is “functional” who doesn't affect you



Care-frontation vs. Confrontation:

- ▶ Be confident, diplomatic and respectful
- ▶ Don't approach employee from a confrontation standpoint
- ▶ Stick to the salient points – not subjective but objective
- ▶ Give the employee the opportunity to describe and explain from their viewpoint
- ▶ Suggest the employee seek help and support them in making the phone call to the EAP or support services
- ▶ Send employee in for testing or fitness for duty, if applicable



The ICU method

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**How can the EAP assist
you as a Supervisor?**

How to make a referral



- ▶ Self Referral
 - Voluntary

- ▶ Phone or face to face consultation with supervisor (sometimes connected with disciplinary action)
 - Supervisory
 - Mandatory

- ▶ An employee does not intake as a supervisory or mandatory referral without consultation with management and proper documentation

Types of Referrals

▶ Voluntary:

- Main type of referral
- Employee comes in on their own
- No reporting to the Department is done

▶ Supervisory:

- This may be connected with issues identified or disclosed to a supervisor/manager
- Employee will sign a release of information
- EAP will confirm the employee made the appt.

▶ Mandatory:

- Employee is mandated to comply with services
- EAP will report on compliance
- EAP requires documentation that they are Mandated Referral
 - DAR
 - Letter signed by Department Director, outlining referral and requirement of compliance

Early vs. Delayed Referral Outcomes

Early Referral

- Less likelihood of engagement in the disciplinary process
- Employee attends outpatient treatment visits in private
- Less time away from work

Delayed Referral

- Behavior at work deteriorates
- Employee problem(s) get worse
- Employee develops chronic problem
- Increased likelihood of incident in workplace, long-term treatment

Leave Requests

- ▶ There are times that employee's functioning so impaired that they will need time off to address it
- ▶ EAP will case manage and monitor employees while on leave under the EAP program
- ▶ EAP and treating provider will discuss case and EAP will assist in finding additional resources to support client as needed
- ▶ EAP will keep department in the loop as to progress and estimated return to work date based on treating providers evaluation of the employee's current mental status and functioning.

Disciplinary Action vs EAP

- ▶ The EAP and the Discipline process may be running concurrently but are not connected
- ▶ The employee still has a responsibility to the job while in the EAP
- ▶ The EAP does not make disciplinary recommendations
- ▶ Please make sure to keep Labor in the loop with concerns in regard to employee performance.

Confidentiality

- ▶ **Federal and State Regulations that surround Confidentiality:**
 - HIPAA
 - 42 CFR
- ▶ **Requirements for EAP professionals and department managers/supervisors to ensure confidentiality**
 - All documentation within Payroll system and county systems are public record– Medical/Mental Health information should be kept out of these forums

Management Support

- Keep referral information readily available
- Respond quickly to employee/supervisor inquiries
- Volunteer to initiate call to EAP or make an appointment on employee's behalf
- Be able to answer questions about EAP services or offer to consult

Management Support

- Understand EAP confidentiality restrictions
- Protect employee's privacy (required by law)
- Help supervisors delineate employee assistance from performance expectations
- Understand EAP leave request
- Ensure efficient exchange of documentation relevant to cases



Emotional Wellness: When should an employee seek support

Indicators an employee needs to seek support

- ▶ **Duration**
- ▶ **Intensity**
- ▶ **Level of Disfunction**
 - Daily routine
 - Effects on Relationships



When to seek support

Some main reasons employees don't tend to seek help when they need it:

- ▶ Confidentiality
- ▶ Stigma
- ▶ Fear of retaliation or judgement
- ▶ Denial



If you, an employee or a family member are struggling with feelings that are intrusive in everyday life...

You are not alone and there is help and hope

Treatment Works...

> 80%

OF EMPLOYEES

who receive treatment and support for mental illness report improved levels of work efficacy and satisfaction as well as remission of many intrusive symptoms that impact them at work and home.

American Psychological Association, Center for Workplace Mental Health (2024)

Support Services: Employee Assistance Program (EAP)

Emotional Wellness Program:

Supports MDC employees and their eligible family members with the goal of enhancing emotional wellness, impacting employees emotional resilience and assisting in times of need.

The internal services provided by the EAP are confidential and free

- ▶ Experienced staff: Licensed Masters level clinicians
- ▶ Short-term support services as well as community referrals, as needed



Employee Assistance Program

Common Concerns We Assist With:

- ▶ Stress Management
- ▶ Marriage Difficulties
- ▶ Death of a loved one
- ▶ Depression and/or Anxiety
- ▶ Substance Use
- ▶ Anger Management
- ▶ Referrals to Community Resources, such as Elder and/or Child Care



Common Questions...

How does the EAP process work?

- ▶ **The employee can refer themselves to the program for consultation.**
- ▶ **Managers, and Directors can also make mandatory referrals to the program in circumstances such as substance use.**
- ▶ **An initial consultation is typically scheduled that day or the next business day. After the initial consultation, the employee and their EAP counselor will identify the best avenue to support the employee in their goals and/or provide referrals to resources.**
- ▶ **Job security or promotional opportunities will not be affected or jeopardized by requesting assistance or involvement in EAP.**

Does the EAP tell anyone I am contacting them?

- ▶ The EAP is designed to be a confidential resource and support for employees.
- ▶ Employees that come to the EAP on a voluntary basis will have information released only to individuals authorized by the employee.
- ▶ Only the staff within the EAP who serving the employee will have access to the confidential information needed to assist them.
- ▶ All confidential information is kept in accordance with state and federal regulations.

Miami-Dade Emotional Wellness Program (EAP)

You can call **305-375-3293** to set up a virtual and on-site appointment or management consultation with an EAP Counselor.

The Miami-Dade County Employee Assistance Program is located on the **15th Floor of the OTV South Building**

Our address is **601 NW 1st Ct., Suite 15-050 Miami, FL**



www.miamidade.gov/employee-support

Nationwide Mental Health and Substance Abuse Help Lines

- ▶ **Suicide and Mental Health Crisis Prevention Hotline:**
 - 988 (call or text) or 800-SUICIDE
- ▶ **Abuse Hotline:**
 - 800-96-ABUSE (22873)
- ▶ **Domestic Violence:**
 - 800-500-1119
- ▶ **Banyan Mobile Crisis:**
 - 305-774-3616/3617
- ▶ **Thriving Minds Mobile Crisis:**
 - 800-HELPOU (435-7968)
- ▶ **SAMHSA National Substance Abuse Hotline:**
 - 800-662-4357

Questions

