

EMPLOYEE SUPPORT SERVICES -- SELF-REFERRAL

SUMMARY

All Miami-Dade County employees and their eligible dependents may avail themselves of the Employee Support Services Section (ESSS) directly or through a supervisor for a professional assessment, possible counseling by the ESSS mental health professionals, or for possible referral and treatment of a personal problem that is affecting their job performance and/or personal well-being.

PROCEDURE

1. An employee may telephone for information, for an appointment, or for emergency intervention.
2. An employee may seek the help of a supervisor for this referral, and may be granted up to three (3) hours administrative leave for the initial ESSS assessment appointment.
3. Appointments can be scheduled during normal office hours at the downtown ESSS Center from 8:00 a.m. to 5:00 p.m., Monday through Friday.
4. After hour appointments can be arranged with advance notice.
5. Upon receipt of a referral call, regular non-emergency appointments can be made at a convenient time within two (2) working days of the initial contact.
6. In a crisis or emergency, appointments can be made within two hours any workday, and service will be provided directly by the ESSS staff or by referral to a member of the ESSS Participating Professional Provider network.
7. Employees need to understand that all self-referral service by the ESSS is absolutely confidential; nothing shall be shared about the person or his/her problem without a signed consent to release information.

CONTACT(S):

Department/Division

Human Resources Department, Employee Support Services Section