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|  <b>Corrections and<br/>Community Supervision</b><br><br><b>DIRECTIVE</b> | TITLE<br><b>Employee Assistance<br/>Program</b>   |                      | NO.<br>2116        |
|  |   |                      | DATE<br>05/08/2019 |
| SUPERSEDES   | DISTRIBUTION<br>A   | PAGES<br>PAGE 1 OF 3 | DATE LAST REVISED  |
| REFERENCES (Include but are not limited to)<br>ACA Expected Practices 4-4071, 4-APPFS-3E-14,<br>2-CO-1C-25, 4-JCF-6D-08                                    | APPROVING AUTHORITY<br> |                      |                    |

- I. **DESCRIPTION:** The Employee Assistance Program (EAP) is a negotiated benefit and a cooperative effort between Management and Labor to provide a confidential referral mechanism for Department employees and their family members who are seeking assistance with a variety of personal and work-related issues.
- II. **POLICY:** Unresolved personal or work-related challenges may have a detrimental effect on job performance and employee well-being. The Department recognizes the impact such issues may have on the quality of employees' lives and their work performance. The Department encourages individual employees to utilize the EAP program to obtain professional assistance to resolve issues such as alcohol or substance abuse, mental health issues, or family, child care, marital, legal, or financial problems. Employees are encouraged to contact Facility, Community Supervision, or Central Office EAP Coordinators for confidential assistance with these and other similar matters. Coordinators will be selected and supported by Facility or Regional EAP Committees, in conjunction with management, in accordance with the New York State Employee Assistance Program Manual (EAP Program Manual). EAP Coordinator and EAP Committee operations will occur in accordance with the EAP Program Manual. Management support for EAP functions will occur as outlined in this Directive.
- III. **NUMBER, PERCENTAGE, AND DISTRIBUTION OF EAP COORDINATORS:** It is the intent of the Department to facilitate the delivery of EAP services in Facility, Community Supervision Field Office, New York State Board of Parole, and Central Office work locations and to have employee(s) serving in the role of EAP Coordinator(s) on a full-time or part-time percentage basis, whichever is adequate to deliver EAP services as set forth in the EAP Program Manual.
  - A. In the absence of an allocated time percentage, the default part-time percentage for Department EAP Coordinators is as needed, up to 20%.
  - B. Requests for variances, higher or lower percentages or number of employees in the role of EAP coordinator in each Facility, Region or Central Office work locations may be made by the Superintendent, Regional Director, or Central Office EAP Chair, as appropriate, to the Director of Labor Relations. Such requests shall be made in writing and include a justification for the increased or decreased percentage. Approval of such requests will be at the sole discretion of the Executive Deputy Commissioner or designee.

- C. Vacant EAP Coordinator positions shall be filled in accordance with the procedures outlined in the EAP Program Manual, which details the selection process performed by the local EAP Committee. Facility, Region, or Central Office EAP Committees will make notification of coordinator vacancies via DOCCS' EAP electronic mailbox to the Bureau of Labor Relations. Management will lend support as necessary to encourage the filling of vacant EAP Coordinator positions.
- D. This Agency EAP mailbox will be monitored by the Director of Labor Relations or their designee. The address for the shared mailbox is: [doccs.sm.eaplaborrelations](mailto:doccs.sm.eaplaborrelations).
- IV. LOCAL EAP COMMITTEES:** It is the intent of the Department that each facility, region, and the DOCCS Central Office, will have an EAP Committee, with its composition, roles, and responsibilities as outlined in the EAP Program Manual. Each EAP Committee shall have a Chairperson. The Chairperson will be responsible for utilizing the EAP electronic mailbox to let Central Office EAP know of Committee vacancies that have remained unfilled, and for any current or upcoming Chairperson vacancies. Management will lend support as necessary to encourage the filling of vacant Committee or Chairperson positions. In addition, the Chairperson will supervise the EAP Coordinator in their EAP role. If needed, the Chairperson can send their request for management assistance through the DOCCS EAP electronic mailbox.
- V. BREACHES OF CONFIDENTIALITY:** The local Committee Chairperson will be advised of any breaches of confidentiality.
- A. Resolution: If there is no resolution, the local chairperson will report the breach to management. The local manager will report the breach to the Director of Labor Relations. The Director of Labor Relations will report the breach, if not previously reported, to the Governor's Office of Employee Relations.
- B. An intentional breach of confidentiality that interferes with agency activities or conflicts with the coordinator/committee/chair role may result in the removal of such person from his or her EAP position for cause, i.e., the disclosure obstructs or severely interferes with the administration of agency functions or investigatory actions undertaken by any investigative entity.
- VI. HUB/REGIONAL EAP COMMITTEES:** It is the intent of the Department that each Facility HUB/Community Supervision region shall form and maintain a regional EAP Committee comprised of a member from each local or facility level committee in the region. HUB/Regional EAP committees shall meet on a quarterly basis with the goal of addressing singular or common issues relevant to the provision or enhancement of EAP services at the local level, as well as sharing local committee promotional and wellness ideas and events approved by the Department.
- VII. STATEWIDE DEPARTMENTAL EAP COMMITTEE:** It is the intent of the Department to form and maintain a statewide Departmental EAP Committee comprised of at least one member from each HUB/Region Committee with the addition of a representative from Central Office. The Statewide Departmental Committee shall meet on a bi-annual basis with the goal of addressing singular common issues or topics relevant to the provision or enhancement of EAP services.

**VIII. RELIEF/OFFSET OF DUTIES FOR EAP COORDINATORS/COMMITTEE MEMBERS:**

- A. EAP Coordinators shall remain in their New York State Civil Service items. Facility, Regional and/or Central Office Management shall establish provisions for any relief from duty or reduced caseload or altered job duties as necessitated by the provision of EAP services by these individuals, including client contacts, resource development, committee meetings and training related to such provision.
- B. Local, Regional, Central Office, and Statewide EAP committee members shall be granted sufficient release time to attend committee meetings and to provide support to the local EAP Coordinator or EAP program needs. Requests for such release time are submitted to the local supervisor for review and approval, subject to the operating needs of the Department.

- IX. MANAGEMENT EAP LIAISON:** The Department Management Liaison for Coordinators, Committee Members, Facility or Regional Managers, or other persons is the Director of Labor Relations or designee. The role of this liaison is to assist in the resolution of issues related to the implementation, resource allocation, provision or enhancement of Department EAP services, which cannot be resolved via committee action.