



EAP Referral Process

Eligibility

Eligible populations:

- Full-time faculty, administrators, professional researchers, and staff
- Adjunct faculty with an active appointment
- Part-time administrators and staff
- Local 2110 graduate student employees
- All of the above's spouses, domestic partners, and dependents

Ineligible populations:

- Student employees not covered under a collective bargaining agreement
- Graduate students not in Local 2110
- Part-time researchers

Types of Referrals

Self Referral	<ul style="list-style-type: none"> ● Employee-initiated ● No feedback given to NYU, only aggregate demographics without identifying information ● Posters/flyers/brochures available to raise employee awareness about the services offered
Informal Referral	<ul style="list-style-type: none"> ● Many employees access EAP when they are reminded by their supervisor, HRO or HR Business Partner about the program ● Employees often share information with their supervisor about life issues/challenges they are experiencing. This can be an appropriate time to mention the confidential services that EAP provides. ● HR can provide EAP's phone number and provide a brochure that informs the employee that EAP is free and confidential ● No feedback is provided to HR, the employee's supervisor or NYU ● For undergraduate student employees, refer to Wellness Exchange (EAP ineligible); for graduate student employees refer to Wellness Exchange (Local 2110 employees also EAP eligible)
Formal Referral	<ul style="list-style-type: none"> ● This kind of referral should be done in coordination with Employee Relations, HR and/or Benefits. ● May be necessary in emergency situations ● Positive process that supports the employee and gives them access to assistance that is directed to improve performance or change problematic behavior ● HR calls EAP to provide information about the reasons the employee is being referred ● Employee works directly with EAP, who will design a program to meet the employee's needs ● In rare instances, a formal referral may be part of a disciplinary settlement agreement in which the employee is mandated to complete a recommended program. EAP has the employee sign their release. Upon completion of the recommended program, EAP will provide HR/Employee Relations with limited information, certifying the employee's satisfactory completion. ● For employees who are students should also contact the Wellness Exchange.