



Supervisor NEWSLETTER

Employee Assistance Program
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Encouraging the Use of FCH EAP

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As a leader in your organization, you know employees experience life stressors and mental health symptoms that occasionally challenge their ability to cope and can interfere with their ability to do their best work.

According to the World Health Organization (WHO), globally, an estimated 12 billion working days are lost to depression and anxiety for a cost of \$1 trillion US dollars per year in lost productivity.

Employees often need support and First Choice Health Employee Assistance Program (EAP) is here to help. Read more to learn a few ways you can support your employees and connect them with the EAP.

Reduce the Stigma of Asking for Help

Creating a culture of support, and consistently reminding employees to take advantage of the First Choice Health EAP services offered at the workplace, normalizes asking for help and EAP use.

This approach can help reduce the stigma of mental health struggles, and makes it more likely employees will reach out for support when they need it.

To encourage the use of EAP services, you can:

- Offer this resource to employees and their eligible family members who may be in need
- Make it easy for employees to know who to talk to or where to go to access mental health resources
- Emphasize that access to the EAP is confidential and free of charge

Making an Informal Referral

As an HR leader or supervisor, you may suspect that an employee is struggling with mental health or substance use, and you need to directly address your concern. An employee may also disclose their struggles to you during a meeting.

Consider an informal referral to the EAP when you notice the following:

- Frequent absences or increased tardiness
- Change in mood, such as increased irritability or tearfulness
- Difficulty working with others
- Isolation or withdrawal
- Change in productivity

During a conversation with your employee, you can share what you've observed, express your care and concern for their well-being, and suggest they call the EAP. You can even make the call with the employee and step out once they've connected with a client relations specialist.

Making a Formal Management Referral

The Substance Abuse and Mental Health Services Administration found in their 2023 National Survey on Drug Use and Health (NSDUH) that 48.5 million (16.7%) Americans (aged 12 and older) battled a substance use disorder in the past year.

Sometimes, an employee's life stressors, mental health, or substance use significantly impact their ability to participate safely at work. If employees are unable to cope, risk of job loss may be imminent.

The First Choice Health EAP can help navigate sensitive and difficult situations. Often used as a last chance agreement, as an alternative to termination, a formal

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referral may help an employee retain their job as part of a progressive disciplinary action. It can also be a tool to motivate employees to seek help when they need it most.

Managing others can be inspiring and fulfilling, but sometimes complex and challenging situations will arise. Your clinical account executive is your front-line support when dealing with tough HR situations.

Call us to consult and ask questions about referring an employee to the EAP. When in doubt, encourage your employee to call the EAP directly. Our team can discuss their needs and review the EAP services available to them. First Choice Health EAP supports you so you can support your team! [Learn more about Management Referrals here.](#)

References:

<https://www.who.int/news-room/fact-sheets/detail/mental-health-at-work>

<https://www.samhsa.gov/data/report/2023-nsduh-annual-national-report>

