

24/7/365 free and confidential counseling,  
resources, and support for you, your  
employees and their household members


# Johns Hopkins Employee Assistance Program

JOHNS HOPKINS  
UNIVERSITY & MEDICINE

# AGENDA

- What is the Johns Hopkins Employee Assistance Program (JHEAP)?
- What services does the JHEAP offer?
- How can it be helpful to my role?
- How can it help with performance issues?
- Q & A





## What is the Johns Hopkins Employee Assistance Program (JHEAP)?

Staffed by caring professional counselors and worklife specialists with expertise and experience

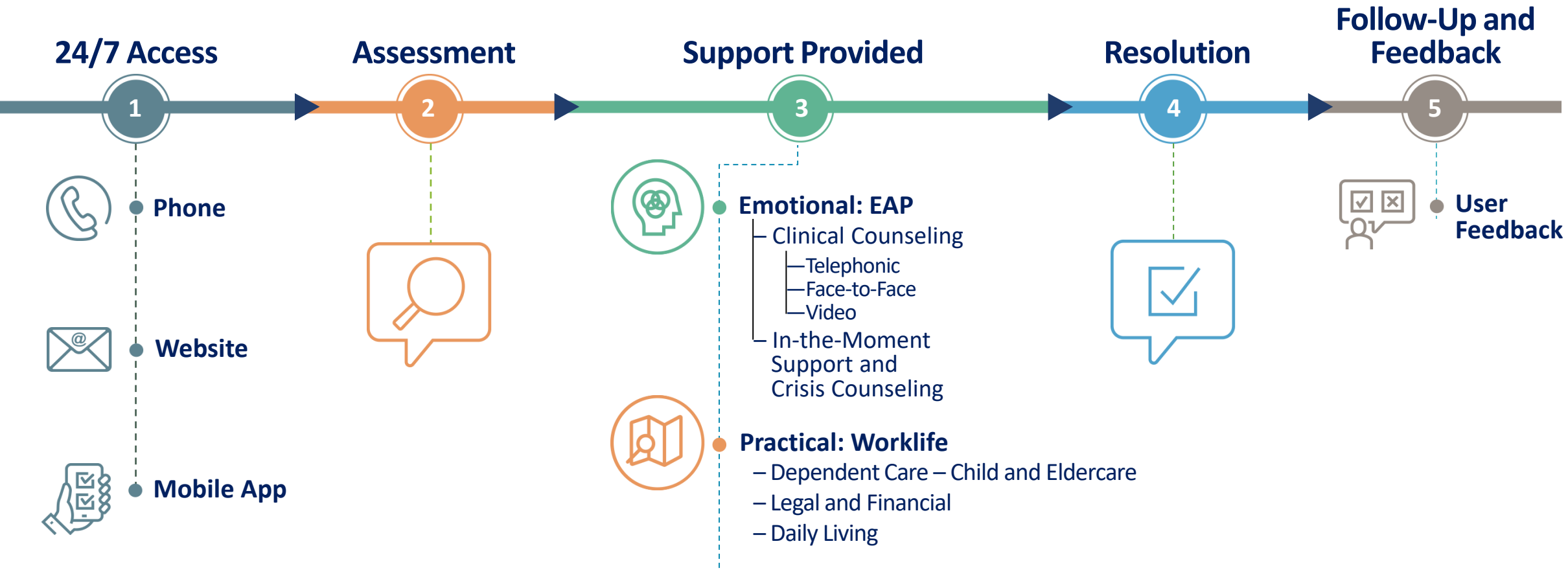
- Formerly known as FASAP or mySupport
- No cost
- Confidential
- Easy to access 24/7/365
  - Toll-Free Access Line:  
**888-978-1262**
  - [jh.eapintake.com](http://jh.eapintake.com)
  - [www.myccaonline.com](http://www.myccaonline.com)  
(Company code: JHEAP)
  - **CCA@YourService App**  
(Access code: JHEAP)

# Example Areas of Assistance



EMOTIONAL WELLBEING	CHILDCARE	ADULT AND ELDERCARE	DAILY LIVING	LEGAL AND FINANCIAL
Stress, Anxiety, Depression	Locating Childcare	Aging	Home Improvement	Identity Theft
Life Transitions	Parenting/Child Development	Housing Options	Pet Care	Wills and Estate Planning
Relationship and Family Concerns	Adoption	Caregiver Support	Moving and Relocation	Divorce and Custody
Grief and Trauma	Education	Medicare and Medicaid	Event Planning	Bankruptcy
Addiction and Recovery	Work/Family Balance	Community Resources	Travel/Leisure	Budgeting and Debt/Credit Management
Workplace Issues		Adults with Disabilities	Disaster Recovery	Saving for the Future

# THE MEMBER EXPERIENCE



# Online Services

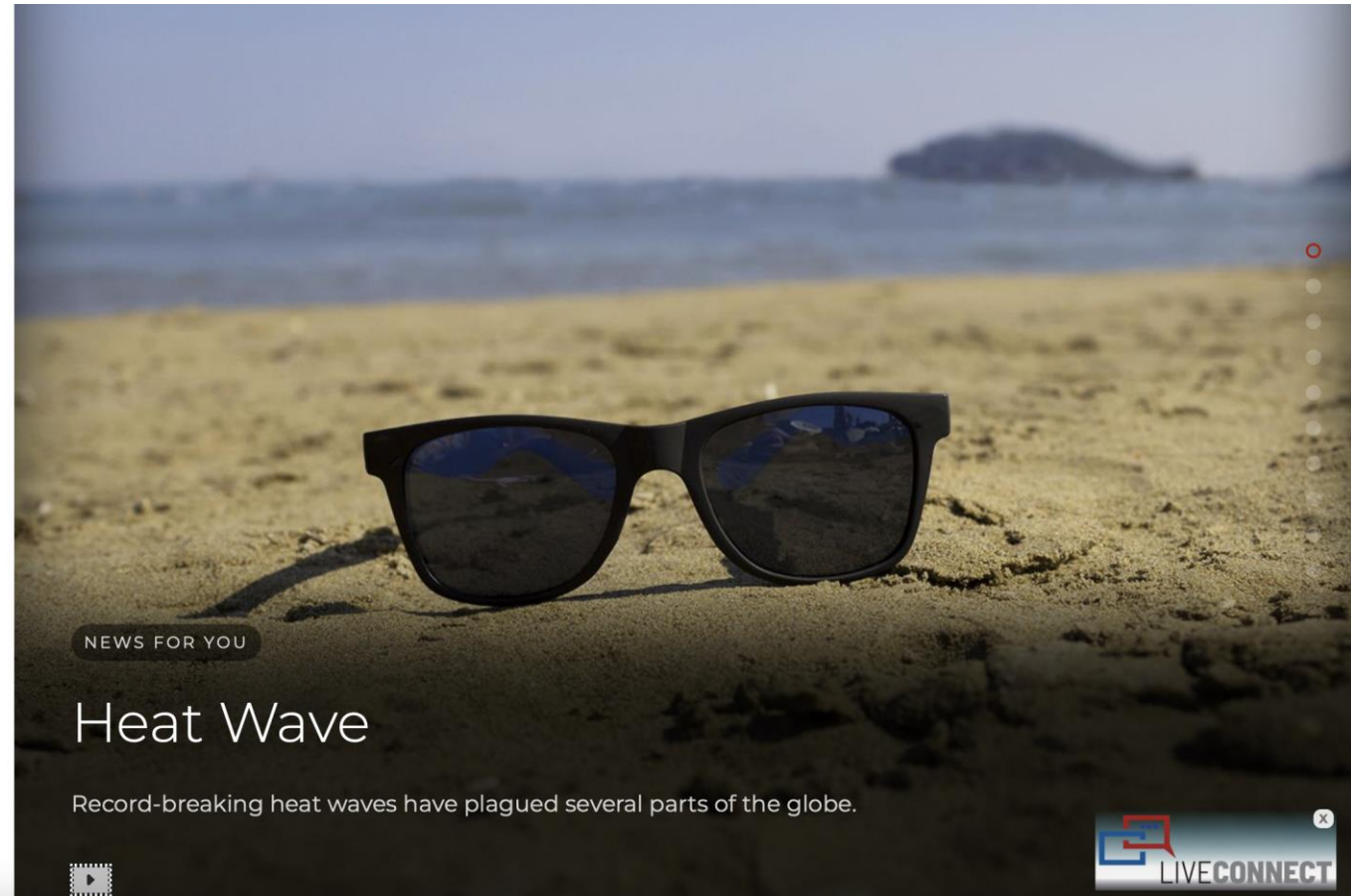
- LiveCONNECT instant messaging with worklife specialists
- Information, articles, and tips on popular topics
- Self-search databases to help locate resources and providers
- Online training modules, self-assessments, and skill builders
- On-demand topical webinars
- Exclusive discounts when you shop at the Savings Center
- Financial and daily living calculators for a variety of practical applications
- Breaking news from trusted sources, along with helpful tips sheets and resources, in the News For You feature



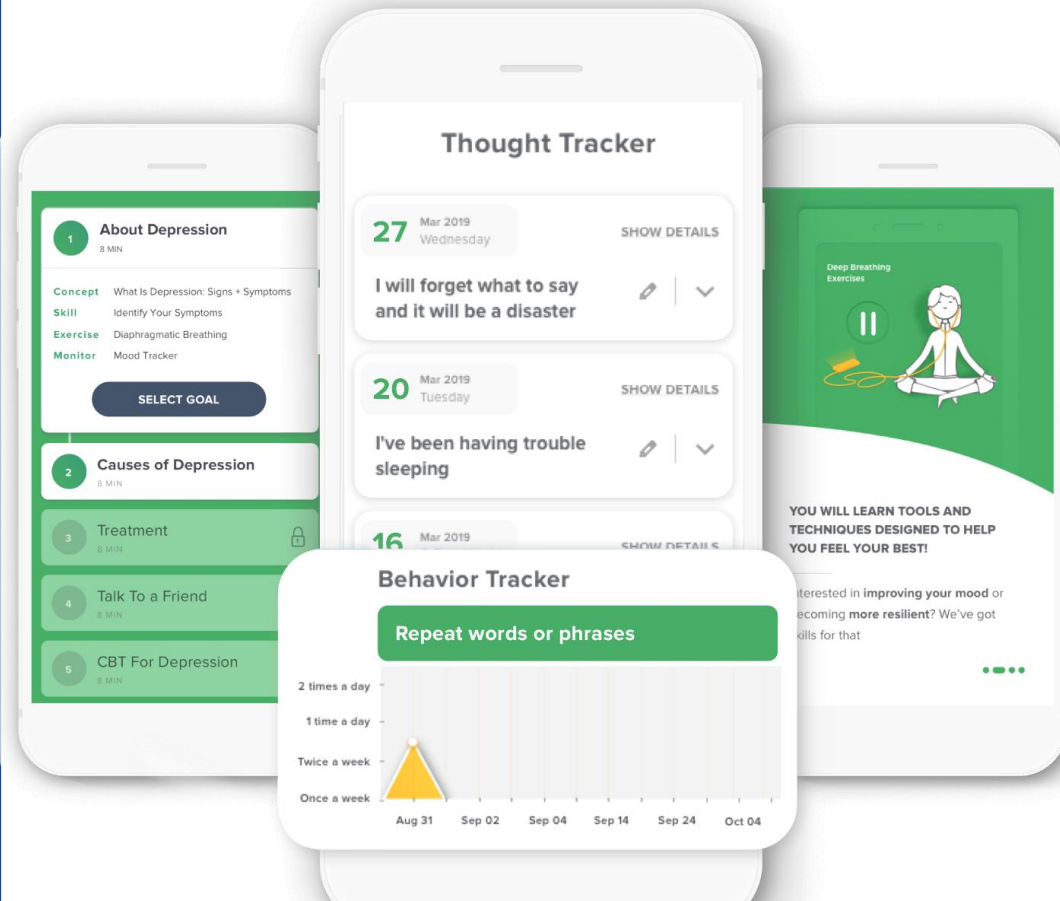
HOMEPAGE  
PARENTING  
AGING  
MENTAL HEALTH  
WELLNESS  
WORKING  
LIVING  
INTERNATIONAL

Choose Language ↕

-A A +A



# CCA@YourService App



Available for download on your phone's app store—enter your one-time Access Code (**JHEAP**) and create a profile

Digital intake process for worklife services—bypass the phone call and submit your request via the app

Over 20 Cognitive Behavioral Therapy (CBT) and mindfulness-based programs on topics including:

- Worklife balance
- Relationship conflict
- General anxiety and social anxiety
- Sleep
- Emotional wellness screening to identify areas where you might need support

# Organizational Support





# Support at JHEAP for HR, Leaders, and Managers

## How the JHEAP can support you in your role:

- Receive support for your own- worklife balance, managing difficult conversations, and more
- Gain immediate access to experts that deal with challenging workplace issues including performance issues, substance use, interpersonal conflict, harassment, and more
- Proactively identify potential issues
- Access support around sensitive and difficult situations

# Crisis Management

## How the JHEAP can support teams in a crisis

- Coordinate counseling and customized interventions when there is a traumatic event or crisis
  - Expert consultation
  - Response planning
  - Communication planning
  - On-site or virtual group debriefings
  - Team Support outreach strategy
  - Ongoing follow up



**Unlimited 24/7 Response**



**Dedicated  
Account Management**



# Risk Assessment

## WHAT IS IT?

It's **conducted** by a CCA counselor when there are **concerns for employee safety**, e.g., statements of self-harm or suicidal ideation, threats of violence to others, domestic violence, or erratic behavior

## CASE SCENARIOS

An employee emails their manager at 2am resigning and stating he has nothing to live for.

An employee discloses to HR that she is in an abusive relationship.

An employee states she plans to hurt her supervisor after being harassed by him.

## NEXT STEPS

Contact 911 if there is an imminent risk of harm; if applicable, notify security or key stakeholders per policy.

Contact HR and JHEAP to coordinate an assessment wherein a counselor will evaluate for risk, provide support, and make recommendations.



# Risk Assessment

## **Additionally:**

- During regular business hours, contact HR and JHEAP; after hours, weekends, and holidays, contact 888-978-1262 to initiate the process and loop in the on-call consultant
- If the employee cannot be reached and there are concerns for safety, JHEAP can guide you on how to arrange for a safety check by local law enforcement
- JHEAP can stay looped in to support clinical recommendations
- **Trust your gut reaction and err on the side of caution**



# What To Look Out For

## Signs of Distress or a Developing Issue

- Absenteeism or presenteeism
- Procrastination, missed deadlines
- Neglecting or avoiding responsibilities
- Difficulty remembering, problem-solving
- Increased number of mistakes
- Lack of boundaries
- Decreased engagement, accessibility
- Increased irritability, outbursts
- Changes in energy level, tone of voice
- Changes in grooming or hygiene

## High Risk Warning Signs

- Statements of feeling hopeless or worthless
- Talk of giving away possessions or putting affairs in order
- Preoccupation with violence or death
- Threats of harm to self or others



# Dos and Don'ts

## Do

- Take prompt action
- Focus on performance concerns rather than personal concerns
- Listen in a non-judgmental way
- Focus on what you can control
- Know about existing resources and be prepared to offer them when appropriate

## Don't

- Attempt to diagnose or jump to conclusions
- Push the employee to share personal details
- Become the person's therapist
- Ignore statements of risk

# Referrals to the JHEAP

# Employees Referrals: Two General Types

## INFORMAL REFERRAL

... is when the Access Line is suggested by a manager or HR if there is no or declining work performance impact

### BENEFITS & OUTCOMES

- HR/Manager takes proactive action
- Employee receives confidential support
- Immediate personal or work-related issue is stabilized

## FORMAL REFERRAL

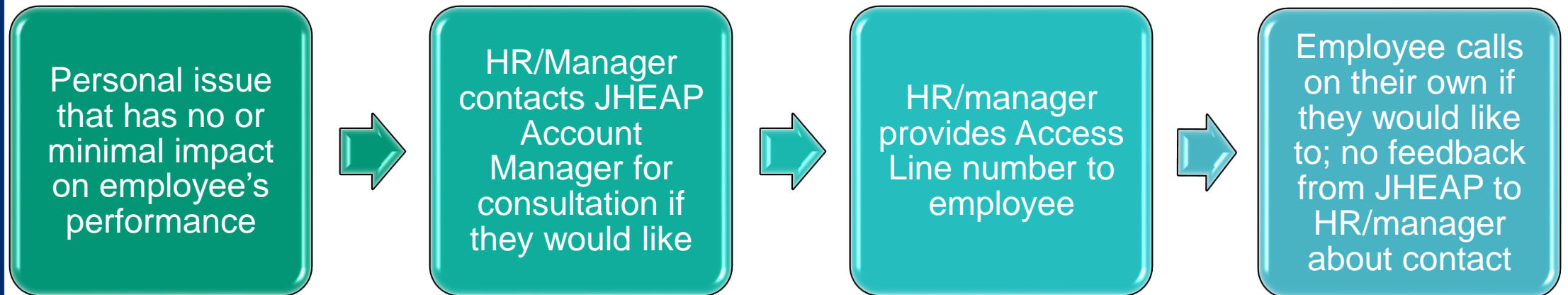
...is recommended by HR when there is significant work performance impact and/or other HR interventions have been employed

### BENEFITS & OUTCOMES

- HR/Manager takes formal action
- Employee consent for feedback about cooperation with referral
- Performance issue is stabilized



# The Informal Referral Process



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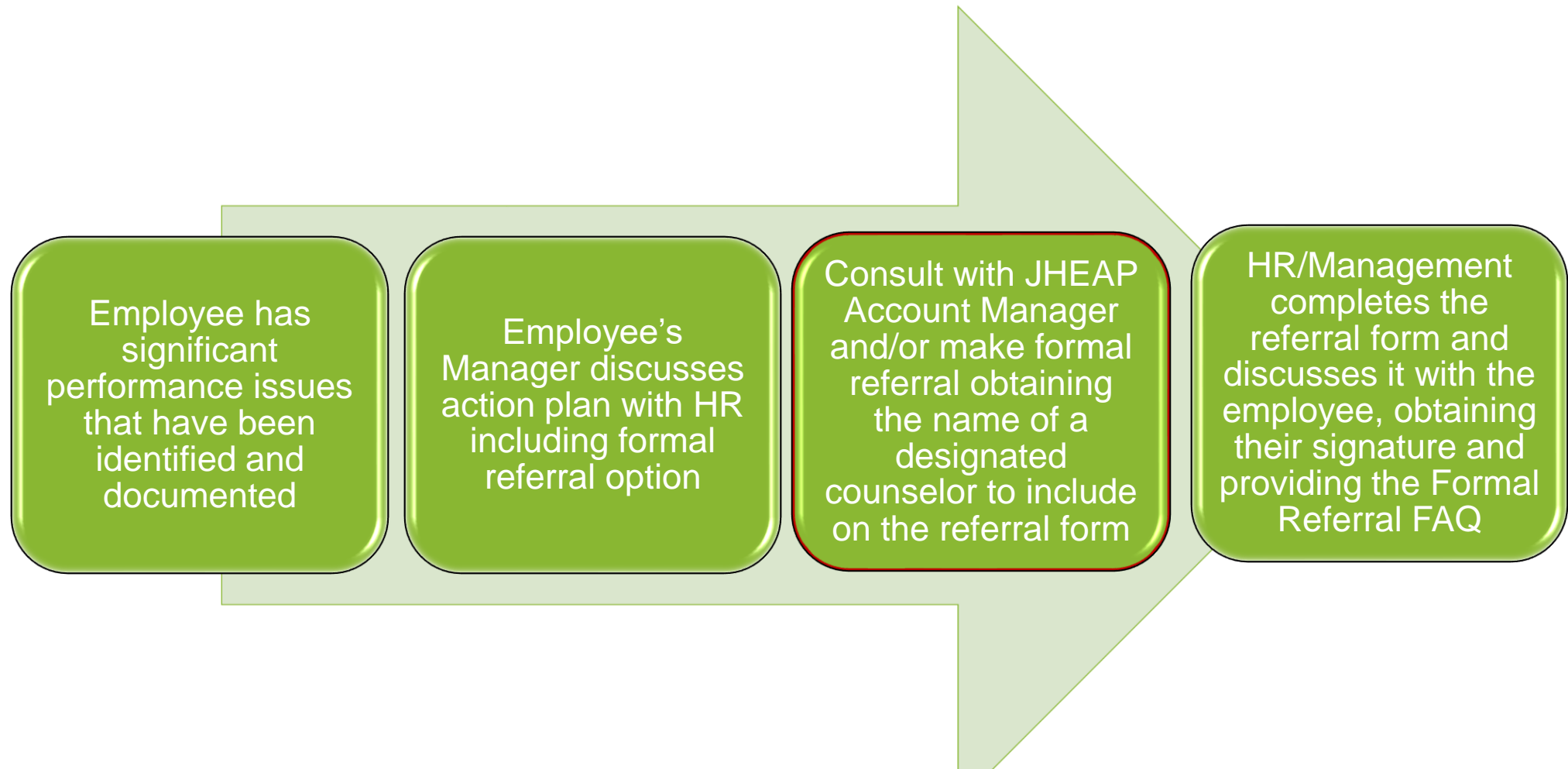
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# The Formal Referral Process



# Referral Form

Is a tool for:

- Clarity & transparency
- Progress measurement
- Documentation for both the employee, the workplace, and the JHEAP counselor

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**Johns Hopkins Employee Assistance Program Referral**

Date:  
Entity:  
To:  
From:

I am referring you to the Johns Hopkins Employee Assistance Program (JHEAP). I encourage you to use this program to address the following concerns:

JHEAP, with support from CCA, provides a confidential opportunity to discuss the workplace concerns, to explore any underlying stressors, and to gain tools to resolve issues that are impacting you at work.

In accordance with this referral to JHEAP, I am asking you to do the following:

- 1) **Initiate services with JHEAP** by the following date:  
  
Clinician Name and Contact number to set up an appointment:
- 2) **Sign a Release of Information (ROI)**: With permission, JHEAP will confirm your participation and cooperation. I will not be informed of confidential information you share with the JHEAP. ROI for the following individuals will be obtained:
- 3) **Develop a plan with your JHEAP clinician**: Your clinician will work with you to develop a plan to address the workplace concerns. The plan might include short-term EAP sessions, a referral to a counselor in your health insurance network, community resources or treatment. JHEAP services are provided at no cost to you. If the clinician recommends a referral outside of JHEAP, payment for these services will be your responsibility. JHEAP will make every effort to refer you to a provider or facility that accepts your insurance.
- 4) **Complete your referral goals**.  
I will be sending JHEAP this document so that your clinician is aware of the concerns you and I have discussed. I will also be providing them with additional feedback about your progress to the goals.

**By signing below, the employee acknowledges:**  
I have received a copy of this agreement along with a FAQ about Employee Assistance Program referrals. I understand the terms of this referral.

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Employee Signature \_\_\_\_\_ Date \_\_\_\_\_

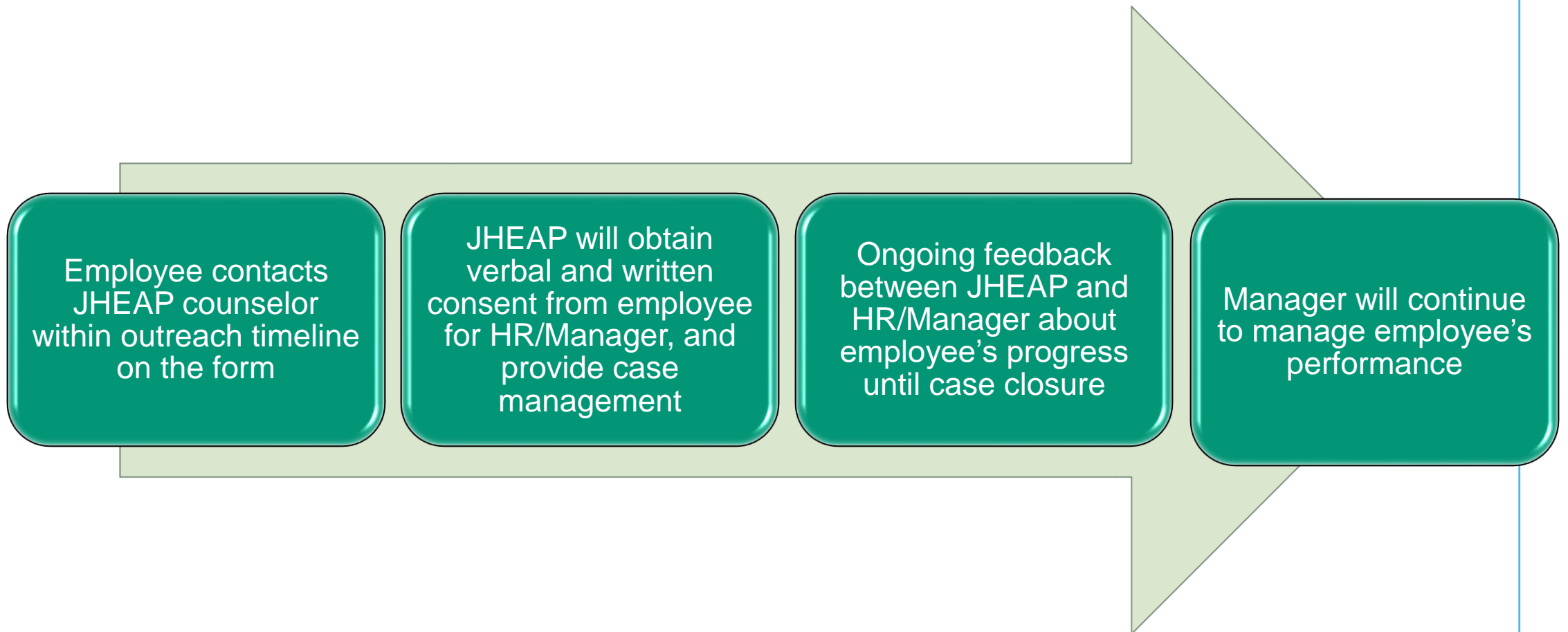
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HR/Person Making Referral Signature \_\_\_\_\_ Date \_\_\_\_\_

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Supervisor Signature \_\_\_\_\_ Date \_\_\_\_\_

## The Formal Referral Process |continued|





# Things to Remember

- Be proactive, intervene early
- Partner with JHEAP: Leverage our broad expertise to confirm that appropriate action is taken

## REFERRAL CONTACTS: Business Hours/Non-Urgent:

**Lisa DeWitt, LCSW**  
DIRECT: 646-819-0518  
EMAIL: [ldewitt@ccainc.com](mailto:ldewitt@ccainc.com)

**Peter Haber, LCSW**  
DIRECT: 646-809-0958  
EMAIL: [phaber@ccainc.com](mailto:phaber@ccainc.com)

**Elisa Schneble, LMSW**  
DIRECT: 646-809-0951  
EMAIL: [eschneble@ccainc.com](mailto:eschneble@ccainc.com)

## AFTER HOURS/Urgent:

Call Toll-Free Helpline and ask for a  
Management Consult:  
**888-978-1262**