

SUPERVISORY REFERRALS

Below is an overview of the necessary steps to facilitate a formal supervisory referral as well as what you can expect from ENCOMPASS and the Formal Referral Process.

What is the process that I need to follow in order to make a Supervisory Referral?

- A Supervisory Referral should be made by the Supervisor while reviewing and discussing specific issues with the employee. It is our recommendation that this meeting occur between the employee and the leader making the referral, with an explanation as to why the referral is being made, as well as what desirable outcomes would be. Your employee needs to clearly understand the issues regarding lapses in work performance, policy violation, or interpersonal problems.
- A Supervisory Referral form (included in this packet and available to be downloaded from the ENCOMPASS website) is recommended. This form needs to be completed and sent to ENCOMPASS after you have met with the employee. Use of the form enables the ENCOMPASS professional to focus the meeting and ask specific questions.
 - Fax 616.459.9181
 - Email: olc@encompass.us.com
- We encourage you to have the Release of Information (ROI) signed by the employee so that ENCOMPASS can begin communicating with you or your designated contact immediately. If the ROI is not signed, ENCOMPASS will attempt to have this signed at the first face to face contact. **Please keep in mind that without a signed ROI we cannot communicate regarding whether or not the employee has contacted us.**

What can I expect once I have sent the form to ENCOMPASS?

- If you provide a signed release with the referral form, ENCOMPASS will contact you once your employee has scheduled their first session.
- If the consultant assigned to your employee referral has questions about the form, they will reach out to you.
- If you did not provide a signed release with the referral form, ENCOMPASS may contact you with the following message:

“Our records show that you have submitted a formal referral to ENCOMPASS. We would like to encourage you to circle back with your employee. There may be a number of reasons we are encouraging this, but here are some of the possible reasons that we direct supervisors to do this:

 - Your employee has not contacted us and we do not have a signed release of information.
 - Your employee contacted us and refused to sign a Release of Information.
 - Your employee is unclear related to the expectations you have set for them.”

Will I, as the supervisor, be allowed to obtain information about the employee if they are involved in a Supervisory Referral process?

- We encourage you to have the employee sign a release of information, so that Supervisor/HR contacts will receive information back indicating employee compliance or lack thereof.
- Ultimately the Supervisor's role is to monitor work performance and to monitor work performance expectations. ENCOMPASS' responsibility is to assist the employee to perform at an acceptable level, regardless of what the issue may be. ENCOMPASS will only share information relevant to the workplace with the employer.
- What if the employee refuses to sign a Release of Information?

When an employee refuses to sign a Release of Information, for any reason, ENCOMPASS must adhere to state and federal HIPAA confidentiality guidelines. ENCOMPASS, as required by law, is unable to comment on any aspect of the employee's contact with us: e.g., attendance, recommendations, prognosis – none of these elements may be discussed without the employee's written consent, in the form of a Release of Information.

What can I expect from ENCOMPASS throughout the referral?

In all cases, if an employee is not motivated to change, the Supervisor is unlikely to see desired results. ENCOMPASS recommends a meeting with the supervisor/manager and the employee to clarify needs, progress and any questions after the employee has had one or two meetings with the ENCOMPASS consultant. ENCOMPASS will be reaching out to you after each session to confirm attendance and/or any information based on the ROI signed by your employee.

Authorization for Limited Release of Information/Request for Case Management

I, _____, _____, authorize ENCOMPASS to:
(Print Name of Client) (Date of Birth)

- Request information from the individual listed Release the following information to the individual/organization listed below

Name(s): _____

Material to be released:

- | | |
|---|---|
| <input type="checkbox"/> Participation/Attendance | <input type="checkbox"/> Assessment/Treatment Recommendations |
| <input type="checkbox"/> Attitude | <input type="checkbox"/> Discharge Summary |
| <input type="checkbox"/> Progress | <input type="checkbox"/> Not Applicable |

My signature means that I have read this form, and/or have had it read to me, and explained in a language that I can understand. My signature indicates that I know exactly what information is being disclosed and that it is accurate and complete. I understand that this authorization may be withdrawn by me, in writing, at any time. Revocation of this authorization will not affect any information previously released. If not specifically stated otherwise, this authorization is revoked 12 months from the authorization date.

Client Signature: _____ Date: _____

Witness signature: _____ Date: _____

Supervisory Referral Data

Managing performance is challenging and when people are referred to us for coaching or problem resolution, specific information is essential. For example, if performance standards are met in the area of productivity, but interpersonal relationships suffer, outlining those areas of concerns, along with your comments, will help us to efficiently focus our efforts. This also eliminates the guesswork we attempt to do when people say, "I'm not sure why I'm here, and my supervisor said I should come..."

Employee Name: _____ Department: _____ Date: _____

Company Name: _____ Supervisor Name: _____

Phone Number: _____ Supervisor Email: _____

Performance Issues:

Interpersonal Conflicts
Aggressive Behavior
Inappropriate Behavior

Quantity/Quality of Work
Tardiness
Absenteeism

Substance Abuse
Other

What steps have you taken so far to address the issue(s):

_____	Date	_____	Action
_____			Monitoring (no disciplinary action as of yet)
_____			Verbal Warning
_____			Written Warning
_____			Probation

_____	Date	_____	Action
_____			Decision-Making Leave
_____			Suspension without pay
_____			Time Spent on issue
_____			Other: _____

Any other comments you feel may be of importance to us (please feel free to attach additional pages if needed): _____

Please fax to ENCOMPASS at (616) 459-9181 or email to olc@encompass.us.com prior to your employee being seen.

Please have client call ENCOMPASS at 800-788-8630 to schedule an appointment.