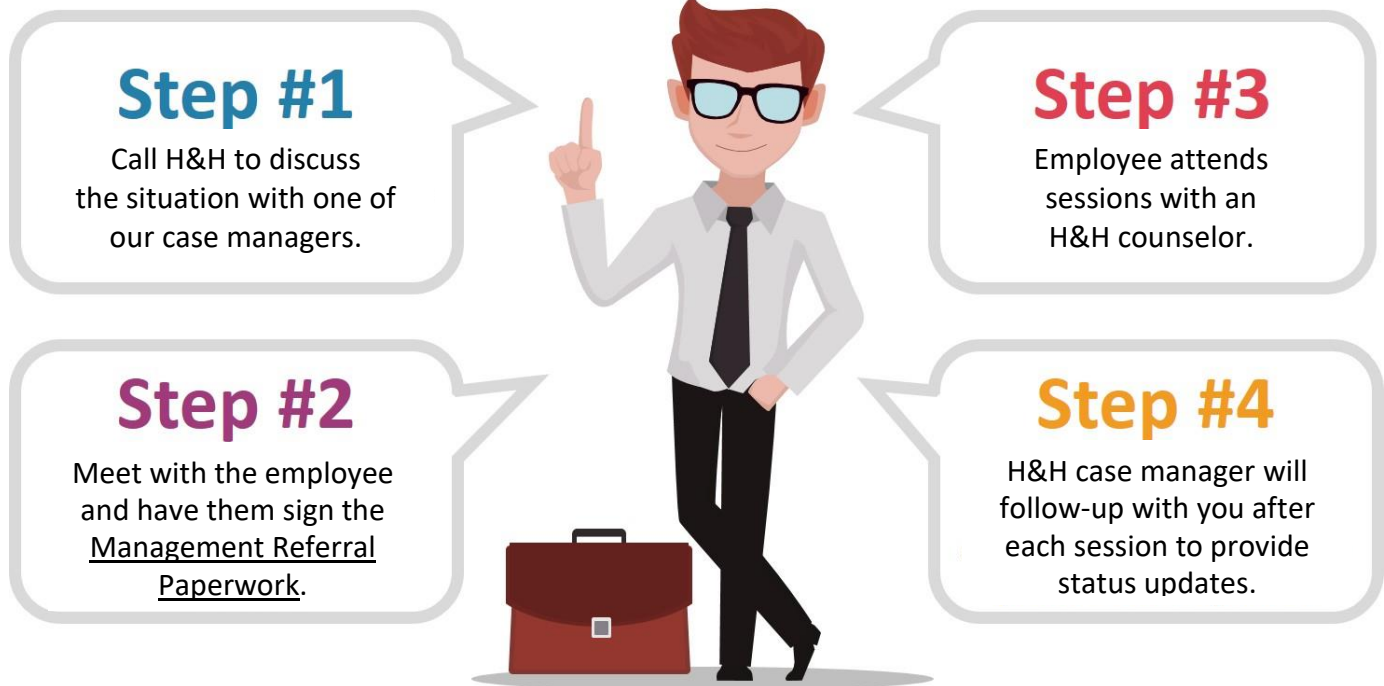


# Management Referral Process



## STEP 1

A management referral is a formal intervention process that occurs when an employee's performance is suffering and the normal corrective actions are not working in getting the employee back on track.



## STEP 2

Management should meet with the employee to discuss the concern(s) and direct the employee to call H&H by a certain date. The employee is being referred by management, thus they are a "management referral", not a self-referral.



## STEP 3

This process should not be used as a job jeopardy threat but rather as an opportunity to receive help. The referral does put the employee on notice that their job performance is a serious problem and, if not corrected, could lead to negative work related consequences.



## STEP 4

H&H consultants will follow-up regularly with status updates and are always available for consultation before, during, and after case closure.



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