

Management Referral Process

Part 1—for the Manager



STEP 1

Call H&H to discuss the situation with one of our case managers.

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

Meet with the employee and have them sign the Management Referral Paperwork.

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

Employee attends sessions with an H&H counselor.

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 case manager follows-up with you, after each session, until case closure, to provide status updates.

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



H&H Health Associates, Inc.

800.832.8302

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HHHealthAssociates.com

Management Referral Process

Part 2—for the Employee



STEP #1

Call H&H Health at 800.832.8302 to register.



STEP #2

H&H Case Manager will follow-up with you.



STEP #3

Attend sessions and implement changes.



STEP #4

Case Manager will send status updates to the company contact.

STEP 1



Call H&H Health Associates to register with one of our intake staff, Monday—Friday, 8:30am—5:00pm CST at 800.832.8302.

STEP 2



A Case Manager will contact you to explain the Management Referral process and answer any questions or concerns you may have. They will also connect you with the counselor who you will be working with going forward.

STEP 3



Sessions will last up to an hour; number of sessions are to be determined. The counselor will work to help you better understand yourself and situation while developing a plan where you can implement changes.

STEP 4



After each session the Case Manager will send a report letting the company contact know if you: 1) kept the appointment, 2) are being cooperative, 3) need time away from work, and 4) if there are any safety concerns. All other information shared during counseling is confidential.



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