



Making a Formal Management Referral

Tip Sheet

A formal management referral provides an employee an opportunity to address a significant job performance issue, while providing the organization with assurance that the issue is being addressed appropriately.

Depending on your internal policy, a formal management referral may be appropriate to address the following issues:



Poor Job Performance



Excessive Absenteeism



Positive Drug or Alcohol Test



Violation of a Company Policy (Drug-Free Workplace, Harassment, etc.)



Unprofessional Conduct

To make a Formal Management Referral, the Referral Contact should follow the steps below:

1. Consult with HR/Management or Legal Department to confirm the Formal Management Referral is appropriate and in accordance with internal policy, if needed.
2. **Contact Support Solution at 1-800-845-3240** prior to meeting with the employee for a consultation and to review the process and discuss expectations. Be prepared to provide the following information:
 - a. Employee Name
 - b. Referral Contact Name, Phone Number, and Email/Fax
 - c. Reason for the Referral
 - d. Results of Drug/Alcohol Tests (if applicable)
 - e. Prior Disciplinary Action
 - f. Current Employment Status
 - g. Deadline for Employee to Contact Support Solution
 - h. Preferred Contact Method (for compliance updates)
3. The Case Manager will provide the Referral Contact with a case number that the employee should reference when calling Support Solution.
4. The Case Manager will send the Authorization for Disclosure of Records and Information (ROI) Form. The form must be signed by the employee and a witness and returned to the Case Manager.
5. The employee should be instructed to contact Support Solution (typically within 24 hours) and reference their case number.

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Every day.*

The Case Manager will provide compliance updates to the Referral Contact at the agreed upon frequency and per the agreed upon method of communication. If the employee is compliant and completes all recommended services, a completion letter will be sent to the Referral Contact.

If the employee is not compliant, the Referral Contact will also be notified. It is the role of Support Solution to report compliance and completion of the recommended services.

It is the role of the employer to make all employment-related decisions.

The Case Manager is available to provide additional consultation to the Referral Contact throughout the course of every Formal Management Referral. If you would like to discuss formally referring an employee to Support Solution, please call 1-800-845-3240 for a consultation.

