400 PROGRAMS FOR EMPLOYEES

405 Programs That Help Employees

== 405.1 Employee Assistance Program (EAP)

01-05-2005

A. EAP is a voluntary, confidential program that helps employees and members of their families. The main goal is to help resolve personal problems that might have an impact on your life and job. Conscientious efforts to seek such help will not jeopardize your job or be noted in your personnel record. EAP helps in the following areas:

- drug/alcohol abuse
- marital problems
- depression, phobias, obsessions, anxiety
- aging parent issues
- problems associated with physical illness
- family problems
- alcoholic/addicted spouse or friend
- childhood trauma
- physical, emotional, or sexual abuse
- financial burdens
- grief or loss
- stepparent conflicts
- mid-life crisis
- empty-nest syndrome
- single parenting
- sexual dysfunction
- psychological effects of pregnancy
- eating disorders
- child abuse
- AIDS
- custody issues
- gambling
- school adjustment problems
- child behavior problems

EAP is not designed to address employment problems that are considered grievable matters, such as:

- job dissatisfaction
- promotion or transfer disputes
- Equal Employment Opportunity matters not appropriate for EAP

- actions governed by the Americans with Disabilities Act of 1990 or Rehabilitation Act of 1973
- Sexual Harassment

The program is open to you, family members covered by your health care program, retirees, COBRA eligible individuals, and other annuitants. You access the services of the EAP by self-referral; personal concern referral; or supervisory referral.

Participation in the EAP does not exempt you from disciplinary action, if applicable. Such actions are based on job performance regardless of whether you are seeking or getting professional help.

All aspects of EAP are confidential and voluntary. You decide whether or not to seek help.

B. Referrals

1. Self-Referral

If you want to use EAP services you may contact an EAP Referral Coordinator (RC) directly. The RC names and phone numbers are available on the IHFS InfoNet Home Page and are usually posted on the office bulletin board. Employees covered by the AFSCME contract should contact the PSP Program at (800) 647-8776.

2. Personal Concern Referral

A fellow employee, family member, or union representative who sees that an employee is having problems may tell the employee about the possible benefits of seeking help through EAP. Give the employee the name and phone number of an EAP RC.

3. Supervisory Referral

Supervisors have a responsibility to refer an employee to EAP if an employee has non-job related problems that may be helped through the EAP. Non-job related problems most often involve an employee who has shown the ability to do the job, but demonstrates a pattern of declining work performance. Management shall refer bargaining unit employees to the Personal Support Program (PSP) administered by AFSCME.

C. Employee Use of Time

1. Agency Time With Pay

If you let the supervisor know in advance, you may meet with the Referral Coordinator (RC) on agency time. You may also meet with the treatment provider on agency time for the first visit only if your supervisor is made aware of the appointment.

You do not have to sign out on the HFS 163, Employee Daily Time Log, nor do you have to complete a HFS 2053, Employee Absence Request/Report. You only need to state that you have an EAP appointment, provide the date, time, and general location of the appointment. You do not need to divulge the name of your treatment provider or condition.

Reasonable travel time is permitted, but travel costs are not reimbursed.

2. Use of Available Benefit Time (ABT) or Authorized Absence Without Pay

   Subsequent visits during work hours with the treatment provider must be approved through the use of ABT in normal allowable increments. You may use sick, business, or vacation leave. If you have exhausted all usable benefit time, future visits during work hours with the treatment provider must be approved as authorized absence without pay. Use code WA in Section A of the HFS 2053.

   You may choose to seek professional treatment through the use of ABT without your supervisor's knowledge of the appointment.

D. Appointments Outside Work Hours

You may choose to seek professional treatment outside work hours.

405.2 Assistance for Employees with Disabilities

Section 504 of the Rehabilitation Act of 1973 and the Americans With Disabilities Act require the department to provide "reasonable accommodations" for covered employees with disabilities. "Reasonable accommodation" means that in appropriate cases, the department will honor its obligation as required by law to remove on-the-job barriers that interfere with a person's ability to perform the essential functions of their job.

If you have a disability, you may ask for reasonable accommodations by completing and submitting a 504 Reasonable Accommodation form to the Agency’s 504/ADA Coordinator in the Division of Personnel and Administrative Services or by contacting the 504/ADA coordinator at:

(217) 785-9534 (voice)
(217) 782-0936 (TTY)

405.3 **Staff Development**

A. Training Opportunities

The department has various educational and training programs designed to develop employee skills. Extensive in-service training is offered and conducted through the Springfield Training Center. The department also administers programs that include:

- Educational Leave Program
- In-service Training
- GED Program
- Time Off to Take Educational Course Work
- Tuition Reimbursement Program

Agency time or financial aid may be provided for professional education. All requests for agency time and financial aid are assessed on an individual basis. To receive tuition reimbursement for most educational courses, you must make a work commitment to the State. For more information, consult the HFS Administrative Manual or your immediate supervisor.

405.4 **Upward Mobility**

The Upward Mobility Program is a career advancement benefit designed to provide designated groups of state employees with professional counseling and prepaid educational and training opportunities to develop into higher positions.

All certified and promotional probationary employees in AFSCME represented bargaining units and all incumbent unrepresented employees in a position classification for which a certificate or a credential is issued by the Upward Mobility Program are eligible for participation.

The Department of Central Management Services has developed examinations for each certificate title to determine the employee's knowledge and skill levels as they relate to the target title. Employees are not required to take classes related to those sections of the exam that they pass. No proficiency examination is required for credential titles. Employees are required to meet selection standards for the position. Once you qualify, your name is put on an Upward Mobility Program register. When filling an Upward Mobility title vacancy, each Agency is responsible for applying the priorities that have been established under this program.

Refer to Sections 215.2 and 220.2 for information regarding the use of

available benefit time for Upward Mobility purposes. To obtain more information about this program, contact the Division of Personnel and Administrative Services.

405.5 **Workers' Compensation**
01-05-2005

A. Use of ABT

If you suffer a service-connected injury or illness, you may receive full pay for authorized absence from work during the calendar week of the injury or illness without charge to sick leave or use of other benefit time. The day of the injury or illness is considered the first day of the calendar week. The absence must be medically necessary and verified by a doctor's statement.

If you are unable to return to work after use of the authorized absence, you have the following options:

1. Voluntarily use available benefit time and receive full pay from the department, or

2. Take a service-connected disability leave of absence and receive Workers' Compensation and Occupational Disability Benefits totaling 75% of current salary.

You do not have to exhaust accumulated sick leave before taking a service-connected disability leave of absence. If you choose to use any ABT, the remarks section of HFS 2053, Employee Absence Request/Report, should state that the use of ABT is voluntary.

If you have a compensable service connected injury or illness that requires appointments with a doctor, dentist or other professional medical practitioner, you may, with supervisory approval, attend such appointments without loss of pay or utilization of sick leave.

B. Reporting the Injury or Illness

The service connected injury or illness should be reported, verbally or in writing, immediately to your supervisor and to the Early Intervention Program at 1-800-773-3221 or TTY 1-800-526-0844.

You are required, when possible, to call in to report your absence to your immediate supervisor (or alternate) within one hour of the beginning of your work schedule until such time as the proper medical verification of the service connected injury or illness is received by the department.

You may obtain forms for filing Workers' Compensation claims from your supervisor, your division's personnel liaison, or by contacting the Workers' Compensation Coordinator in the Division of Personnel and Administrative Services.

405.6 Unemployment Insurance

This state operated insurance program is designed to partially compensate you for loss of wages when out of work. If requirements are met, Unemployment Insurance assures some income until employment resumes. If unemployed, a claim should be filed right away at your local Unemployment Insurance Office.

405.7 State Library

You may use the Illinois State Library located at 300 South Second in Springfield for personal matters. You may check out any circulating material for personal use. All other books or references may be used at the library. If a resource you need for personal use is not available, you may not request that the item be retrieved from another library.

The library is open from 8:00 a.m. to 4:30 p.m., Monday through Friday. You may go to the library during work hours only for work-related reasons. You must use Available Benefit Time (ABT) to use the library during working hours for personal reasons.

405.8 Indemnification

01-05-2005

If a situation arises out of actions taken or not taken in the course of your employment resulting in your being listed as a defendant in a civil liability or civil contempt suit, you may request representation and indemnification through the Illinois Attorney General's office,

The Attorney General's office shall make the decision to represent and indemnify employees in accordance with existing statutory provisions and authorization contained therein.

To request representation, please contact the Office of the General Counsel.