



STATE OF HAWAII  
DEPARTMENT OF HUMAN RESOURCES  
DEVELOPMENT  
**POLICIES AND PROCEDURES**

POLICY NO.

502.006  
ERD/EAO

NO. of PAGES

5

EFF. DATE

05/25/04

REV. NO./Date

Rev. No. 1  
04/16/12

TITLE:

**RESOURCE FOR EMPLOYEE ASSISTANCE  
AND COUNSELING HELP (REACH)  
PROGRAM**

APPROVED:

  
Barbara W. Kneeg, Interim Director

## I. POLICY

Departments recognize that personal problems such as family concerns, illness, interpersonal conflict, and alcohol or drug dependency can negatively affect an employee's attendance, behavior, and/or work performance. Many of these problems can be successfully dealt with, allowing the employee to return to productive functioning, provided assistance is offered at an early stage and referral is made to an appropriate form of care.

As such, departments concerned about the health, safety, and well-being of their employees have the Resource for Employee Assistance and Counseling Help Program (hereinafter "REACH Program") as an option to provide assistance to employees desiring help on a confidential basis.

## II. RATIONALE

The REACH Program is a tool for departments to (1) help ensure the health, safety, and well-being of employees and, thereby, also increase the effectiveness of government operations, (2) encourage early problem identification/intervention and voluntary self-referral by providing specific program services at no cost to employees, (3) assist employees in dealing with their personal problems which may be the cause of unsatisfactory attendance and/or job performance, and (4) provide an employee assistance program to complement alcohol-free and drug-free workplace efforts.

## III. DEFINITIONS

"Counselor" means an individual(s) employed by an organization contracted by the Department of Human Resources Development to provide REACH Program counseling services to employees.

"Department" means any employing agency, department, or office within the State of Hawaii's Executive Branch.

"Director" means the Director of the Department of Human Resources Development.

**RESOURCE FOR EMPLOYEE ASSISTANCE AND COUNSELING HELP (REACH)  
PROGRAM**

**POLICY NO. 502.006** (Effective 5/25/04; as rev. 04/16/12)

“Employee” means any permanent or temporary civil service employee or exempt employee of the State, except student hires.

“Family Member” means the employee's immediate family (e.g. spouse or spousal equivalent, child, parent, grandparent, and sibling).

**IV. SCOPE**

This policy applies to all employees in the executive branch under the jurisdiction of the Department of Human Resources Development whose department does not offer an equivalent employee assistance program.

**V. GENERAL PROVISIONS**

- A. The REACH Program is contingent on the availability of funds.
- B. The REACH Program offers eligible employees with personal problems negatively affecting their attendance, behavior, and/or work performance the following services:
  - 1. Diagnostic assessment;
  - 2. Information;
  - 3. Referral; and
  - 4. Short-term counseling.
- C. The REACH Program pays the costs of the following services for an eligible employee:
  - 1. A limited number of counseling sessions or service time per year, as determined by the applicable contract; and
  - 2. Other services provided to the employee's family members associated with the employee's problem or situation, as determined by the applicable contract. [Note: These services may be charged against the employee's maximum number of counseling sessions.]
- D. The REACH Program does not pay certain expenses incurred by an eligible employee to include, but not limited to, the following:

**RESOURCE FOR EMPLOYEE ASSISTANCE AND COUNSELING HELP (REACH)  
PROGRAM**

**POLICY NO. 502.006** (Effective 5/25/04; as rev. 04/16/12)

1. Fees charged by the REACH Counselor for services in excess of the designated maximum;
  2. Fees charged by another care-giving resource to which the employee is referred by the REACH Counselor for follow-up services. [Note: The employee may explore whether his/her medical plan carrier will cover such additional fees]; and
  3. Transportation, meals, lodging and other expenses incurred by the employee.
- E. All employee information pertaining to REACH Program matters shall be maintained in the strictest confidence and shall only be disclosed with the express written consent or by the request of the employee.

**VI. REACH PROGRAM REQUIREMENTS**

- A. The Director shall procure REACH Program services, publicize its availability to departments and employees, and monitor its utilization and effectiveness.
- B. Departments shall establish internal procedures for ensuring employees are aware of the REACH Program and delegating to appropriate staff the ability to make formal supervisory referrals.
- C. An employee may be referred to the REACH Program via a self-referral or supervisor's referral. The applicable Departmental Personnel Office shall first vet a supervisor's referral to ensure a REACH Program referral is appropriate for the given situation.
- D. An employee shall attempt to schedule appointments outside of the employee's normal business hours, given:
  1. The employee is not required to obtain prior approval for such appointments;
  2. The employee is not eligible for compensation for time spent at such appointments and associated travel time;
  3. If the employee is unable to schedule such an appointment outside normal business hours, the employee may request prior approval from his/her department for appropriate leave

**RESOURCE FOR EMPLOYEE ASSISTANCE AND COUNSELING HELP (REACH)  
PROGRAM**

**POLICY NO. 502.006** (Effective 5/25/04; as rev. 04/16/12)

to attend an appointment during normal business hours,  
including reasonable travel time; and

4. The employee's department may request documentation that an appointment outside normal business hours was not possible.

**VII. REACH PROGRAM PROCEDURES**

A. An employee desiring services provided by the REACH Program:

1. May call a counselor directly for confidential assistance in accordance with the service provider's applicable instructions on how to set up an appointment;
2. Shall, if scheduling an appointment outside normal business hours is not possible, submit a Form G-1 for appropriate leave to attend an appointment during normal business hours per applicable departmental practices and procedures for requesting leave; and
3. Shall, if necessary, cooperate in providing appropriate documentation indicating that scheduling an appointment outside the employee's normal business hours was not possible.

B. A department shall:

1. Empower appropriate staff to follow the service provider's applicable instructions on how to make a supervisor's referral to the REACH Program;
2. If necessary, require that an employee present written documentation that the employee was unable to schedule an appointment outside of normal business hours;
3. If necessary, record leave on the State DHRD Form 7, *Attendance and Leave Record* with the appropriate code to indicate the type of leave utilized; and
4. Maintain and store all documentation and relevant information concerning an employee's participation in the REACH Program in a secure manner in accordance with

**RESOURCE FOR EMPLOYEE ASSISTANCE AND COUNSELING HELP (REACH)  
PROGRAM**

**POLICY NO. 502.006** (Effective 5/25/04; as rev. 04/16/12)

procedures established by each departmental custodian of records.

**VIII. AUTHORITIES AND REFERENCES**

Chapters 76, 78, 378, and 396, Hawai'i Revised Statutes

Title 14, Subtitle 1, Hawai'i Administrative Rules, *State of Hawai'i Human Resources Rules*