



**NEW MEXICO JUDICIAL BRANCH
GENERAL PERSONNEL POLICY AND PROCEDURE:
EMPLOYEE ASSISTANCE PROGRAM (EAP)**

Policy No. 2020.NMJB.087

Dev.: 11/5/2020, 5/13/2023
Inquiries: AOC HRD 505/827-4810

Employee Assistance Program (EAP)

1. PURPOSE

To provide support and encourage the use of the State of New Mexico, General Services Department, Risk Management Division provided Employee Assistance Program (EAP) to New Mexico Judicial Branch (NMJB) judicial officers, employees and their household members. The EAP offers resources, confidential support services, and work-life solutions to employees, judicial officers and dependents, and those living in the employee's household.

The New Mexico Judicial Branch is committed to ensuring the well-being of all employees and to providing tools to a healthier life.

2. SCOPE

This policy applies to all justices, judges and employees (probationary, term, classified, at-will and temporary).

3. REFERENCES

The State of New Mexico Employee Assistance Provider:

<https://www.guidanceresources.com/groWeb/login/login.xhtml?logout=true>

State of New Mexico Group Benefits Plan

<https://www.mybenefitsnm.com/>

4. DEFINITIONS

A. Administrative Authority – Individual or designee with the primary responsibility to supervise and coordinate the administration of a Judicial Entity, or as designated by the Chief Judge and approved by the Supreme Court order.

B. Administrative Leave – Paid leave authorized by the Chief Justice or Administrative Authority.



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- C. Immediate Family Member** – A child for whom the at-will employee or employee has acted as a parent, regardless of the blood relation; biological parents or anyone who acted as a parent when the at-will employee or employee was a child; and husband or wife as defined under the laws of the State of New Mexico, and domestic partner.

5. GENERAL POLICY STATEMENT

The EAP is an employer-paid benefit available to all judicial officers, employees, their dependents, and household members. No enrollment is necessary and employees do not pay a premium for the EAP benefit. The EAP provides 24-hour service centers staffed by dedicated clinical, legal, financial, wellness, absence-management, behavioral, and work life experts. The EAP offers confidential support and resources to help address matters including but not limited to:

- A. Confidential Emotional Support**
- Anxiety, depression, stress,
 - Grief, loss and life adjustments, and
 - Relationship/marital conflicts.
- B. Work-Life Solutions**
- Finding child and elder care,
 - Hiring movers or home repair contractors, and
 - Planning events, locating pet care.
- C. Legal Guidance**
- Free 30 minute consultation and discounted legal fees (i.e., wills).
 - Divorce, adoptions, family law, identity theft, wills, trusts and more.
- D. Financial Resources**
- Retirement planning, taxes,
 - Relocation, mortgages, insurance, real estate, and
 - Budgeting, debt and credit management, bankruptcy and more.
- E. Online Support**
- Articles, podcasts, videos, slideshows
 - On-demand training
 - “Ask the Expert” personal responses to your questions

Note: Services are subject to change depending upon the State of New Mexico benefits’ contract.



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6. PROCEDURES

- A.** Under the current contract with the State of New Mexico, General Services Department, Risk Management Division, the EAP provider is Well-Being Solutions. The Well-Being Solutions offers individuals up to five (5) free confidential counseling sessions per occurrence. If it is determined the individual requires long-term therapy or continuous support, the provider will refer the individual to an outside provider. The individual may be responsible for ongoing service charges, co-pays, or other costs outside the scope of the EAP.
- B.** An employee may request the EAP services through the following options:
1. Telephone > 833-515-0771
 2. Online > Website: guidanceresources.com and enter in Web ID: SONMEAP
 3. Download App > GuidanceNow *Available through the App Store or Google Play*
- C.** Voluntary Self-Referral:
1. Individuals in need of assistance in addressing, resolving, or coping with work-related and/or personal matters are encouraged to seek support through the EAP. An individual may request services by communicating with a Well-Being Solutions Counselor or by contacting their local human resources professional.
 2. Once direct contact with the EAP provider has been made, the individual may utilize accrued PTO to attend the EAP sessions or may be approved for administrative leave depending upon circumstances.
 3. The option to disclose participation in the EAP, if voluntarily self-referred, is not required by the individual.
 4. Management is strongly encouraged to find ways to support an employees' use of the EAP services.
- D.** Employer Referral:
1. To improve an individual's job performance and overall well-being, the employee's Administrative Authority may require an employee to seek assistance through the EAP. If an individual's supervisor proposes the use of EAP, that individual will be permitted administrative leave.



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2. An employer referral is coordinated by the local human resources professional directly with the EAP.
3. In accordance with the NMJBPR Section 5.03, E., Administrative Leave may be granted upon authorization and approval from an Administrative Authority. An Administrative Authority may grant up to eighty (80) hours of administrative leave in a calendar year for an employee to participate in an employee assistance program, counseling, or drug or alcohol rehabilitation program.

7. POST-EMPLOYMENT ACCESS TO THE EAP SERVICES

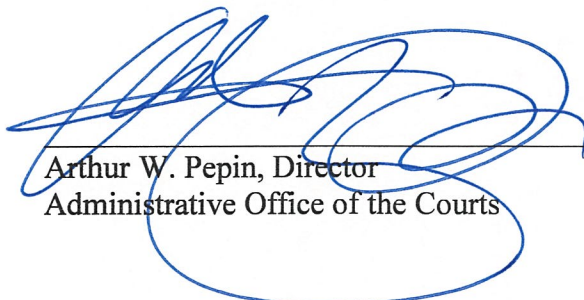
Following an employee's separation, the employee, dependents, and their household members may continue to have access to the EAP resources for up to ninety (90) days following separation to initiate a session, and up to six (6) months following separation to complete it.

8. CONFIDENTIALITY

Communications between an employee and the EAP are maintained in confidence. All supervisors and members of management must maintain the confidentiality of employees referred or required to meet with the EAP.

9. RECORDS RETENTION

Any records retained about an employee's use of the EAP are kept in the confidential medical section of the employee's personnel file.



Arthur W. Pepin, Director
Administrative Office of the Courts

5-13-2023

Date

