



CCCHAPS · LEADERSHIP RESOURCE

Creating Clear Employee Support Pathways

A practical framework for closing the gap between what your organization offers and what employees can actually name and reach when something in life gets hard.

The Gap Worth Measuring

Most organizations have more employee support than employees can name. The gap between availability and reachability is where employees quietly get through hard weeks without ever reaching the resources meant for them.

Quick Diagnostic

- Can a mid-tenure employee name two support pathways without looking?
- Can they reach a real person within three clicks or one call?
- Do they know what each pathway can and cannot promise about confidentiality?
- Do front-line employees have the same practical access as desk-based employees?

A One-Page Pathway Map

- Clinical or mental-health need → EAP or health-plan provider.
- Policy, process, or workplace question → HR.
- Safety, PPE, hazards, incidents → safety program.
- Medical or emergency → health-plan care or 911.
- Grief, life weight, family strain, meaning → workplace chaplaincy (where offered).
- Financial or legal → qualified professional; some EAPs offer initial referrals.

Reducing First-Contact Friction

- Remove the requirement to explain the whole situation to a stranger up-front.
- Publish the map in break-room and mobile-friendly formats.
- Train managers to hand off accurately without becoming the destination.
- State confidentiality expectations in plain sentences.

Where Chaplaincy Fits

A CCCHAPS chaplain is often the relational entry point — a familiar person the employee already knows from the floor or the monthly visit. That familiarity lowers the cost of the first sentence and often makes it easier for the employee to eventually connect with the right clinical or professional resource within the chaplain's appropriate scope.

BEGIN A CONVERSATION

Explore how relationship-based care could fit your workforce.

An exploratory conversation, not a pitch. No obligation.

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