



EMPLOYEE ASSISTANCE PROGRAM

EAP

(607) 273-7494 or (800) 834-1239

The Employee Assistance Program, (EAP) is a **free and confidential** service for Tompkins County employees and your eligible family members. The EAP is staffed by trained and experienced mental health therapists from the **Family and Children's Service of Ithaca** Clinical Program. The EAP allows you priority access to professional counseling and it is intended to assist you with nearly any personal, family, or workplace concern that you may have.

EAP can help with:

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| Depression and anxiety | Drug and alcohol concerns |
| Family issues | Parenting/parent-child relationships |
| Relationship concerns | Children's social/emotional development |
| Separation/divorce | School problems |
| Grief and loss | Eldercare concerns |
| Life transitions | |

...or nearly any life stressor you are experiencing.

EAP provides Tompkins County employees:

Up to a maximum of 8 in-person sessions annually per household with a counseling professional for assessment, short term counseling and referral. Employees' family members can use the EAP including: your spouse or domestic partner, and dependent children (under the age of 19, or until age 23 if unmarried and a full time student and claimed as a dependent on income tax.)

FAQ (Frequently Asked Questions)

What information goes back to my employer?

The EAP is confidential. We take great care to protect your privacy. From the moment of your initial phone call, our staff is discreet. Be assured, no one, not even your supervisor or employer is informed that you or your family member has used the EAP. The EAP's reporting to county personnel only consists of basic numbers concerning the amount of time being used by county employees, and no personal information, names or identifying information are provided.

Making an Appointment: What can I expect when I call?

Making an appointment is as easy as a telephone call.

Step 1: Call (607) 273-7494, or (800) 834-1239 and a member of our support staff will answer. Simply say, "I would like to use my EAP."

Step 2: The support staff person will take your name and will either connect you with a professional in our Intake Department for a brief telephone interview or their voicemail if they are not available.

Step 3: When you talk with our Intake Department, they will gather information from you such as: contact information (name, address, phone number, etc.), preferences for appointment times, and to gain an understanding of the concerns for which you are seeking assistance.

Step 4: The intake professional may offer you an appointment or referral information. At times, Intake may need to get back to you with this information. We take great care in providing you with the most helpful referral information, and assigning you to the clinician who best fits your needs. Every attempt will be made to keep the wait time to a minimum. How soon you are scheduled may depend on the urgency of your need, whether you are seeking a particular time of day or have special requests. The more flexible an employee is in regard to availability, the quicker they will be seen.

We do reserve appointments daily for crisis situations. Please let intake know if you are calling about an urgent matter. We make every attempt to provide individuals of most significant need with these appointments.

What hours are available for appointments?

Hours are Monday through Thursday, from 8:30 AM to 7:00 PM, and Friday 8:30 AM to 4 PM.

What if I prefer to be seen by a provider other than the EAP at Family & Children's Service?

We have an established affiliate network of qualified providers in the surrounding counties (including: Broome, Cayuga, Chemung, Cortland, Steuben, Seneca and Tioga), and beyond. You are welcome to use our affiliates. You still need to call the EAP at Family & Children's Service, and simply make this request when you speak with our Intake Department. They will assist you in connecting with another provider in our affiliate network.

What should I expect at my first appointment?

You will be asked to arrive 15 minutes early for your first appointment to complete some forms, and receive information regarding our privacy policies, and EAP. You will meet with a therapist for about an hour to assess your needs and/or begin addressing your needs or goals.

What if I need more counseling beyond the free EAP sessions which I am provided?

If it is determined you need further counseling sessions, we can provide you available options such as referral information, or you can continue at Family & Children's Service using your health insurance. Your therapist can direct you to our billing department once you are nearing the end of your allotted EAP sessions to discuss insurance and fees.

Who are the therapists at the EAP?

Family & Children's Service's therapists are caring and compassionate professionals with a wide range of backgrounds. We have approximately 40 therapists on staff, all with a Masters degree or a PhD, covering a variety of disciplines- social work, psychology, licensed mental health counselors.

Can I use the EAP for psychiatry services?

Unfortunately, we are not able to extend this service to individuals using EAP. Our psychiatry services and medication practice become accessible to individuals who are receiving ongoing counseling at Family & Children's Service and are using their health insurance. You and your therapist can discuss during your EAP assessment if further ongoing counseling and medication is needed.

Where is the EAP?

EAP is offered at Family and Children's Service of Ithaca's office at **127 West State Street**. You will be provided information about the location when your appointment is scheduled. We also have an extensive affiliate provider network for out of town employees or for employees who otherwise wish to be seen outside of the Ithaca area. Please identify this if needed when you call.

Does the EAP have online resources?

Yes! Check out the Family & Children's Service website www.wheretoturnithaca.org
You will find EAP Links and EAP Help Topics for helpful resources, articles and information on a variety of work/life topics.