

## DEPARTMENTAL MANAGEMENT EMPLOYEE ASSISTANCE PROGRAM

**800-222-0364 and 888-262-7848 (TTY)**

**24 HOURS PER DAY**

The Employee Assistance Program (EAP) is designed to assist work organizations address productivity issues by providing both prevention and intervention for employee problems, thus improving employee health and functioning, as well as workplace performance.

### EAP PROGRAM OBJECTIVES

Consultation to managers, supervisors and labor representatives to improve employee job performance affected by personal problems and challenges or behavioral health issues.

Provide high quality assessment, short-term problem solving, referral and follow-up services for federal employees and family members (where appropriate) covered by this program.

Empower employees to resolve personal problems that impact or may impact employee conduct and work performance in the quickest, least restrictive, most convenient and cost-effective manner possible.

Provide comprehensive EAP services that deliver short-term, problem-focused counseling along with a variety of services using professional counselors.

### ACCESS

Federal Occupational Health currently provides EAP services to Departmental Management organizations. They are available 24 hours-a-day/7 days-a-week toll free. The contact numbers are:

**800-222-0364 and 888-262-7848 (TTY)**

Face-to-face counseling services are available at more than 200 Federal worksites and through thousands of affiliate counselors at sites convenient to employees.

Departmental employees, and other agencies who contract with FOH, has access to on-site counselors in the South Building.

USDA personnel can use other Federal locations that have FOH counselors.

### COUNSELING

Licensed/certified counselors who hold a minimum of a master's degree and current State license/certification to practice as a mental health counselor will provide clinical services to those who access the EAP,

Employees may be referred through self-referral, supervisor and labor representatives initiated referrals, drug-testing programs, occupational health units, or other sources.

Employees of participation Federal organizations who may be affected by emotional concerns, alcohol, drug, or other personal programs will be offered up to six confidential EAP visits which include assessment, short-term problem solving, referral, if needed, and follow-up services.

Employees requiring specialized or long-term, on-going counseling will be helped by the EAP counselor by referral to established community resources and facilities for treatment and rehabilitative care. This cost will be borne by the employee or the employee's health benefit plan.

Family members whose problems are related to the employee's problems may also receive service regardless of whether or not the employee is a client of the EAP.

### **RISK MANAGEMENT CONSULTATION**

Counselors will provide consultation and guidance to managers, supervisors, and labor representatives to assist in constructively confronting employees regarding job performance, attendance, and/or behavioral problems, and in referring employees to the EAP.

### **EAP ORIENTATION AND SUPERVISORY TRAINING**

Briefings, orientation, training, and guidance to supervisors and management will be provided on request. Areas covered are:

- Range of services;
- Roles and Responsibilities of Supervisors; and
- Techniques and procedures for referring employees to the EAP

Employee orientation about range of services and access to the EAP can be provided on request or on-going during new employee orientation.

### **HEALTH PROMOTION AND EDUCATION OF EMPLOYEES**

On request, EAP will conduct programs of health promotion and education with emphasis on job performance issues and problems.

### **CRITICAL INCIDENT STRESS MANAGEMENT**

EAP will provide consultation to management officials in the development of plans for handling and responding to traumatic events.

EAP will provide counseling services to employees who have experienced a traumatic event to decrease emotional stress and increase overall employee functioning. Areas covered are:

- Threats or actual acts of violence;
- Suicide or homicide;

- Worksite events;
- Natural or man-made disasters; and
- Severe injury, death, or other situations that might have a psychological, legal, and/or media impact on the Agency.

## LEGAL SERVICES

Licensed attorney, who practice in the applicable State, will provide consultation and referral services for a wide range of legal issues. There are discounted rates for additional services and office visits with a participating attorney. Examples of legal services provided are:

- Healthcare power of attorney;
- Living Wills;
- Housing or real estate matters;
- Estate planning;
- Family law, divorce, child custody, child support;
- Car accidents and related matters;
- Identity theft;
- Consumer concerns;
- Criminal matters;
- Small claims court issues; and
- Traffic violations.

## FINANCIAL SERVICES

Qualified financial consultants provide telephonic consultation on general tax information, financial planning, investment strategies and family budgeting. Areas covered are:

- Credit card debt management;
- Family budgeting, college planning, home buying;
- Setting financial goals, debt consolidation;
- Savings and investment strategies;
- Retirement planning; and
- Identifying a financial planner in your community.

## ACCESS TO EAP SERVICES

The toll free phone number: **800-222-0364; TTY – 888-262-7848**

FOH Website: **FOH4YOU.COM**

Program Coordinator: **Gerry Nagel**

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