



# Employee Assistance Program

## Get To Know Your Benefits

Your Employee Assistance Program (EAP) provides a variety of counseling, consultations, resources, and coaching benefits for you and your family members. Your EAP benefits are **cost-free** to you, **confidential**, and available **24/7/365**.

## We Can Help With:

- Stress Management
- Relationship Concerns
- Personal Growth
- Anxiety or Depression
- Legal Issues
- Identity Theft
- Tax Questions
- Elder Care
- Financial Concerns
- Budgeting and Debt

## EAP Benefit Summary

### Phone-Based Support

*unlimited*

Call us any time you have an issue, concern, or question. You have 24/7 access to masters-level clinicians.

### In-Person or Telehealth Counseling

*sessions per issue per year*

Arrange in-person counseling sessions with a licensed mental health therapist near your home or work. Each family member is eligible.

### Telephonic Life Coaching

*sessions per year*

Speak with a life coach and receive tailored advice on matters involving time management, work-life integration, goal setting, communication skills, and other areas of personal growth.

### Telephonic Financial Consultation

*1 30-min session per issue*

Speak with a financial professional about each separate issue, and access a free financial check-up, financial library, and a variety of other financial tools by visiting [efr.org/financial](http://efr.org/financial).

### In-Person or Telephonic Legal Consultation

*1 30-min session per issue*

Meet with a licensed attorney with expertise in your area of need. Visit [efr.org/legal](http://efr.org/legal) for more information regarding retention and self-help legal documents.

### Eldercare Resources

*as needed*

Access information, referral resources, and support involving the care for an aging family member.

### Childcare Resources

*as needed*

Receive childcare resource referrals where locally available. All referrals are state licensed/certified childcare providers.

### Identity Theft Resolution Services

*as needed*

Receive assistance with restoring identity and good credit from a highly trained FCRA certified fraud resolution specialist or licensed attorney.

### Additional Benefits

*provided regularly*

Stay up-to-date by reading our monthly newsletter, watching our webinars, and/or completing self-assessments. Visit [efr.org](http://efr.org) for more information.

*Life Happens. We're Here to Help.*





EFR EMPLOYEE & FAMILY RESOURCES

# Understanding Your EAP Benefits

EFR is dedicated to helping people manage life's challenges so they can reach their full potential.

## When should I call the EAP?

Call **800-327-4692** whenever you are experiencing one of life's challenges. We are available 24/7/365.

## What happens when I call?

A representative from EFR will answer your call. The representative will gather demographic information and help you connect with an EAP counselor.

You will be connected with a masters-level clinician to discuss your issues, concerns, or struggles.

## What happens when I see the EAP counselor?

- The master's level EAP counselor will listen to your concerns.
- The counselor will also help you explore other areas of your life to assess for strengths and supports, or factors contributing to your presenting issue or concern.
- The counselor will meet with you up to **sessions** to complete a comprehensive assessment of your current circumstances and work with you to establish a plan for EAP sessions.

### Options for EAP sessions include:

- Assessment completed and remaining sessions are used for brief counseling and problem resolution.
- Assessment completed and a referral is recommended for services that fall outside the scope of EAP services.

## Common Questions

### *Can I use the EAP more than once a year?*

- Yes, but each time you use the EAP, the counselor will be assessing your life circumstances so you will be eligible for a new set of **sessions** if your circumstances have changed, or in 12 months, whichever comes first.

### *What is a new set of circumstances?*

- A new development in your life that has changed since your last EAP assessment.

### *Why can't I use the EAP more often?*

- EAP is an assessment, referral, and brief counseling model to assist employees with managing a wide variety of personal issues, but is not intended to replace therapy, treatment, or ongoing counseling.

**Call EFR today!**  
**800-327-4692**