

## **EMPLOYEE ASSISTANCE PROGRAM**

Did you know there is a free, voluntary, confidential program available to you and your family, sponsored by the Department of Administration for their employees and the attached agencies? It's true!! EAP services through **Deer Oaks** are just a phone call away.....

### **What is EAP?** (Employee Assistance Program)

All of us have problems, and at some time in our lives, can use a helping hand. Family conflicts, job stress, financial worries, dependence on alcohol or drugs, emotional concerns, and marital and relationship problems are common in our complicated, fast-paced world. Sometimes just trying to balance all of the demands in our lives can make us feel overwhelmed. Finding effective help when problems occur is important, but often times difficult, adding to the stress at hand.

The Department of Administration (DOA) is concerned about the health and well-being of its employees and their families and has sponsored and contracted with a professionally staffed EAP service to be available to assist in obtaining needed help as quickly as possible.

### **How Does EAP Work?**

The EAP program is provided by **Deer Oaks EAP Services**, a private consulting, training and EAP organization with experienced EAP professionals. This contracted service will augment the internal EAP program by offering 24x7 coverage for employees (and dependants) of DOA and attached agencies. Help is just a phone call away. The EAP Consultant will talk with you over the phone or schedule an appointment at your convenience, day or evening, with a local EAP provider near your home or work.

### **What Kinds of Issues Can EAP Help Me With?**

Some of the more common issues affecting employees today are: drug and alcohol misuse, family problems, domestic violence, and serious health and emotional problems. In today's environment, there are other issues unique to these times that cause stressors to workers: war, terrorism, constant workplace change and transition, generation gaps, aging parents, approaching retirement. EAP consultants can provide assistance and referrals for any and all of these issues, as well as other concerns not normally covered by benefits plans: legal and financial problems, relationship problems, balancing work with family.

### **What Can EAP Do For Me?**

The EAP Consultant can provide:

- *Comprehensive Assessment* to clarify the nature of the problem or concern to determine exactly what assistance you need, starting right away. Many times individuals receive what they need during the assessment and need no outside referral.
- *Information* to answer questions regarding helping resources in the community and how your health benefits can best be utilized if needed.
- *Crisis Intervention*, if needed, to address pressing, critical problems as quickly as possible.
- *Referral for Treatment* if the need for assistance is beyond what is available through EAP. The Consultant will recommend local treatment agencies, professionals or self-help resources in your community. The Consultant will

assist in accessing your benefit plan and attempt to minimize any out-of-pocket cost for the services recommended.

- *Follow-Up* to make sure you connected with the needed assistance and are satisfied with the help you are receiving.

### **What About My Privacy?**

Any and all contacts made with EAP, whether on the telephone or in-person, are strictly confidential within the limits specified by law. Employee names, records and other identifying information are NOT shared with the department/division.

### **What Will This Service Cost Me?**

There is no charge to employees or their dependent family members for services provided under the EAP program. DOA is providing this service to you as a **benefit**. Usually one to five sessions/contacts is provided free. Should you need additional assistance beyond the EAP, you will be informed of any costs you may incur for additional help **before** you are referred outside the program.

### **It Doesn't Have to Be a Crisis To Call**

Why not take advantage of a benefit provided by your employer and access the program before problems become overwhelming. Dependents and immediate family are also encouraged to contact EAP when needed. Remember that most people who contact EAP are everyday people with everyday problems....just like you. So, if you want someone to talk with, some support during a time of need, a professional opinion on your situation, or information on community and educational resources, call EAP.

**It's Free, It's Convenient, It's Confidential.**

**866-327-2400 or [eap@deeroaks.com](mailto:eap@deeroaks.com)**

### **More EAP Information: (links)**

#### **Deer Oaks Consultation Services:**

<http://www.doa.state.wi.us/docview.asp?docid=6237&locid=1>

#### **Deer Oaks Training & Education Programs**

<http://www.doa.state.wi.us/docview.asp?docid=6238&locid=1>

#### **Internal Volunteer Employee Assistance Program**

<http://www.doa.state.wi.us/docview.asp?docid=7413&locid=1>