



EMPLOYEE ASSISTANCE PROGRAM

EAP

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

The Employee Assistance Program, (EAP) is a **free and confidential** service for Cortland 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 | 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 |
| Anxiety | Life transitions |
| Trauma | Work-related stress |

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

EAP provides Cortland County employees:

Up to a maximum of 3 in-person sessions per person 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.

How do I use the EAP?

Employees must first contact Cortland County personnel to be referred to the EAP and authorize the sessions. Next, you can contact Family & Children's Service of Ithaca for appointment. When you call **(607) 273-7494, or (800) 834-1239**, say, "I would like to use my EAP". After a brief telephone interview with an intake professional to assess your needs, they will provide you with referral information or offer you an appointment. Hours are Monday through Thursday 8:30 AM to 7:00 PM, and Friday 8:30 AM to 4:00 PM. There is an answering service all hours that Family and Children's Service is closed.

What if I prefer to be seen by a provider other than the EAP at Family & Children's Service? To make access to services easier, 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 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 if I need more counseling beyond the free EAP sessions which I am provided?

You may ask Cortland County Personnel if you would like additional EAP sessions. If it is determined you need further counseling sessions beyond the EAP 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.

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. We do not share information with anyone, not even your supervisor or employer, unless we have your explicit consent to do so. The exceptions to confidentiality are when it is required by law for suspected child abuse or potentially dangerous suicidal or homicidal situations.

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 30 therapists on staff, all with a Masters degree or a PhD, covering a variety of disciplines- social work, psychology, licensed mental health counselors.

Where is the EAP?

EAP is offered at Family and Children's Service of Ithaca's office at **127 West State Street**. 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.