

COMMON EAP QUESTIONS AND ANSWERS

(R. 11.12.15)

What is an Employee Assistance Program?

The employee assistance program, or EAP, is a counseling service for employees and their eligible dependents who may be experiencing personal or work place problems. Everyone has problems from time to time. Usually, we work them out. But sometimes problems persist, becoming serious enough to affect us both off and on the job. At such times, an EAP may be able to help.

Who Operates the EAP?

The City's Employee Assistance Program is operated by the City of Milwaukee Department of Employee Relations with the assistance of a joint labor/management steering committee. The Employee Assistance Program is there to provide confidential information and referral.

Who is eligible?

City employees, significant others and families are eligible.

Why Does the City Offer an EAP?

First, it's smart business. If you're doing well and day-to-day problems aren't a distraction, you are more likely to be alert, motivated and concentrating on your job. This means we have a more productive organization. Second, it costs more to hire and train a new employee than it does to assist and retain a current employee. And third, we care about our employees. It's that simple.

What Types of Problems Does EAP Handle?

The EAP handles a wide range of concerns. These include problems related to:

- Emotional
- Family
- Marital
- Stress
- Financial
- Substance Abuse
- Legal

What Other Services are Available?

- Information
- Referrals

Is There a Charge for This Service?

There is never a charge to the employee or family member for the information and referrals from the Employee Assistance Program. If a referral is made to an agency or counselor, fees for those services are usually based on income or billed to health insurance.

How is the EAP Service Delivered?

The EAP Coordinator may be reached via telephone directly for a confidential phone consultation by calling 286-3145 or by scheduling a face-to-face appointment. The EAP Coordinator will provide information and referrals to outside agencies or clinics. The EAP does all while safe guarding the client's comfort and dignity.

Is it Confidential?

Yes. Absolutely. The EAP policies and procedures comply with the Health Insurance Portability and Accountability Act (HIPPA) standards, federal regulations and state law regarding confidentiality. No information about use of EAP services will be disclosed to any party without written authorization from the individual served, or parent or guardian when indicated. The only exception when legal mandate requires disclosure, such as when an individual poses a danger to themselves or others.

Can my supervisor refer me to the EAP?

Most referrals to the EAP are “self-referrals”, where you or your family access services directly. In cases of job performance problems, supervisors may make a Formal Job Performance Referral.

Where is the EAP Program Located?

The EAP program is located in City Hall – Room 706, 200 E. Wells St, Milwaukee, Wisconsin 53202 Room 706. Alternate locations for consultations are available upon request.

When do I Use the EAP?

Whenever you feel the need for a helping hand or it is suggested. The earlier the better. Waiting or ignoring a problem usually makes things worse.

How do I Contact the EAP?

For more information, a consultation or to set up an EAP appointment, contact the Employee Assistance Program, Monday through Friday 8:00am to 4:45 pm at 286-3145.