

For: FSA, RMA, and FAS Employees, Except Overseas Employees

Employee Assistance Program (EAP) Available for Everyone

Approved by: Deputy Administrator, Management



1 Overview

A Background

Employees sometimes face a wide range of issues and concerns (parenting, elder care, relationships, work, financial, legal, stress, alcohol/drug abuse) that could interfere with their quality of life and performance, if these issues and concerns become too much for the employee to handle. Many employees become overwhelmed and do not know where to go for assistance.

FFAS offers professional assistance through EAP to help employees, and family members, handle and resolve issues and concerns.

Professional advice is available 24 hours a day, 7 days a week. It is free and confidential according to the law.

Note: EAP has a highly positive impact on the workplace because it provides benefits for the employee and workforce.

B Purpose

This notice:

- informs employees about EAP and the services it provides
- provides instructions for obtaining services
- **obsoletes** Notice PM-2459 because the phone numbers were changed.

Disposal Date	Distribution
April 1, 2006	All FSA, RMA, and FAS Employees, except Overseas; State Offices relay to County Offices

2 Basic Features of EAP

A EAP Benefits

EAP provides employees:

- the opportunity to meet with an advisor one-on-one to help cope with and/or resolve a problem that may be too much for the employee to handle and could affect productivity and well-being

Note: The EAP agreement provides short-term counseling sessions. Employees may obtain the maximum number of sessions stated in the EAP agreement, when necessary, for each new problem.

- referrals to outside affiliations, when necessary
- access to online information
- orientations, training, workshops, and personal and professional seminars
- critical response services to manage traumatic situations, such as threats, acts of violence, natural disasters, death, or injury
- work life services and information to help them balance the demands of work and personal responsibilities, such as child and elder care, adoption, financial assistance.

B Obtaining EAP Information

Employees:

- may obtain information online to help with personal work/life issues or concerns
- can access the following through the Internet:
 - solutions for issues of interest, that is, personal, relationship, work, financial, legal, eldercare, grandparenting, adoption, domestic violence, etc.
 - review and print in-depth help sheet topics
 - obtain pamphlets and other information
 - ask an expert for a personal response via e-mail or phone (field offices only).

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2 Basic Features of EAP (Continued)

C Accessing Information

Field office users shall access online services according to the following:

- go to **www.guidanceresources.com**
- log in, if already registered, or click on "First Time User" to complete Registration Profile
- when completing Registration Profile, ENTER "FedSource" for Company/Organization ID.

National Office users shall access online services according to the following:

- go to **www.foh4you.com**
- log in, if registered, or click on "New User" to register
- if "New User" is clicked, ENTER "800-222-0364" for program phone number and PRESS "Continue"
- complete registration.

Reminder: It is important that users remember the password created during registration.

3 Service and Information for Managers and Supervisors, EEO and Employee Relations Offices

A Special Services and Information

Office heads are encouraged to use EAP to request the following:

- a supervisory consultation to help manage workplace issues and concerns that could affect an employee or the workplace

Note: EAP provides confidential assistance to managers about approaching staff on issues or concerns that could become a problem. Examples include morale, conduct, performance, drug/alcohol abuse, etc.

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3 Service and Information for Managers and Supervisors, EEO and Employee Relations Offices (Continued)

A Special Services and Information (Continued)

- a Critical Incident Stress Debriefing (CISD) to help the workforce deal with a traumatic incident, that is, death of a co-worker, acts of violence, threats, natural disasters

Notes: EAP provides defusing, debriefings, individual or group counseling, and follow-up at critical times such as the anniversary of a traumatic event.

Field office heads shall request CISD using the FedSource EAP Request for Service form (Exhibit 1). This form is available from the FFAS Employee Forms Online Website at <http://165.221.16.90/dam/ffasforms/forms.html>. Type "Employee Assistance Program" in the "Keyword" search box.

- an EAP orientation to educate employees about EAP.

Note: Office heads are encouraged to hold EAP orientations at staff meetings, employee orientations, and conferences.

B Training, Seminars, and Workshops

EAP provides a variety of onsite training, seminars, and workshops normally ranging from 1 to 4 hours.

Note: Events **not** covered by the EAP agreement would be at an additional cost.

Office heads are encouraged to review the list of available events periodically and hold events to promote personal and professional development for their workforce based on interests and needs of employees and/or management. Obtain a list of available training courses, seminars, and workshops according to the following table.

IF located in a...	THEN...
field office	HRD, EAP Program Manager will forward a copy of available training to all offices under separate cover.
National Office	obtain information online at https://www.foh.dhhs.gov/public/WhatweDo/training/EAPtrainings.asp .

Field offices shall use Exhibit 1 to request training, a seminar or workshop, and to order materials. Access the form online according to subparagraph A.

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4 Contacts

A Employee Contacts

Employees shall contact the following for EAP assistance.

IF located in...	EAP provider is...
FSA or RMA field office	ComPsych at 888-290-4327 or 800-697-0353 (TTY).
National Office	Magellan Health Services at 800-222-0364 or 888-262-7848 (TTY).

B Field Office Heads

Field office heads should obtain EAP services and information according to the following.

IF office needs to...	THEN contact...
<ul style="list-style-type: none">• obtain a supervisory consultation• schedule training, seminar, or workshop• coordinate CISD (except counties)	ComPsych at 888-290-4327 or 800-697-0353 (TTY).
<ul style="list-style-type: none">• schedule CISD for County Offices• obtain additional EAP materials• request general EAP information	Juliet McBride, HRD at 202-418-9029 or 202-418-9116 (TTY).

Note: State Office may coordinate CISD for County Offices if HRD, EAP Program Manager is not available.

C National Office Heads

National Office heads should obtain EAP services and information according to the following.

IF office needs to...	THEN contact...
<ul style="list-style-type: none">• obtain a supervisory consultation	Magellan Health Services at 800-222-0364 or 888-262-7848 (TTY).
<ul style="list-style-type: none">• schedule training, seminar, or workshop• coordinate CISD• obtain EAP materials• request general EAP information	Juliet McBride, HRD at 202-418-9029 or 202-418-9116 (TTY).

Note: National Office heads may schedule their own events, if HRD, EAP Program Manager is not available.

Employee Assistance Program Request for Services

Field offices shall use this form to request CISD, training, a seminar or workshop, and materials according to paragraph 3.

**FedSource
EMPLOYEE ASSISTANCE PROGRAM REQUEST FOR SERVICE**

Request #: _____ Task Order #: _____ Request Date: _____ Interagency #: _____

To provide agencies with prompt and accurate information in planning for EAP Program features, please complete the following information. **Should additional funding be required to secure services, please provide the appropriate funding document or credit card information with this request.**

Agency Name: _____ Authorizing Agency Signature: _____

Key Contact: _____ Name: _____

Address: _____ Title: _____

Phone #: _____ Fax #: _____ Credit Card #: _____

Expiration Date: _____

Phone #: _____ Fax #: _____ *(As Necessary)*

Billing Address of Credit Card Statement: _____

Fee for Service Features:

- _____ A. Promotional Materials
- _____ B. Additional Employee Orientation (less than 30 in attendance)
- _____ C. Additional Supervisory Orientation (less than 20 in attendance)
- _____ D. Outreach Educational Course - See attached for Comprehensive Listing of Training & Personal Development/Work-Life Programs

Please indicate possible training dates/times and locations, if known at this time:

_____ E. Organizational Development

_____ F. Conflict Mediation

_____ G. Critical Incident Stress Management

_____ H. Alternative Dispute Resolution

_____ I. Estimated Number of Hours for E-H (indicate NTE amount of hours if desired)

NOTE: Any travel time outside of **50 mile radius must** have prior approval of the COTR; the authorized travel will be billed at the same hourly rate as the above.

For further information please call Dan Kress on (206) 615-3883. This form must be faxed to FedSource at (206) 615-3889 prior to final scheduling or training sessions through CompPsych.