

## **EMPLOYEE ASSISTANCE PROGRAM (EAP)**

**Family Services of Greater Waterbury, Inc.  
34 Murray Street, Waterbury, CT 06710  
203-756-8317**

**Sandy Porteus, LCSW, Executive Director  
sporteus@familyservicesgw.org**

### **BACKGROUND INFORMATION**

Established in 1909, Family Services of Greater Waterbury, Inc. (FSGW) is a private, not-for-profit, 501 (c ) 3, multi-service agency dedicated to providing high quality, respectful and effective social services to families, individuals and children residing in the communities of which we serve. Throughout the years, we have continued to focus on the changing needs of children and families through programs and services designed around our vision, mission and core beliefs that provide an important sense of purpose, pride and ownership in our work.

Our goal is to strengthen individual and family functioning, to help people adjust effectively to life stresses and to promote growth and well being.

FSGW's Employee Assistance Program (EAP) for employees is available to those who have personal or family problems, drug and alcohol problems and to those who have other issues which interfere with job performance.

Three consultation interviews with an agency counselor are offered without charge to the employee or family member who is referred by the organization or who is self-referred. The consultation interviews include careful consideration of the interrelationship of psychological, physical and interpersonal factors, which affect job performance. Staff specialists provide evaluation regarding substance abuse and medical/psychiatric difficulties.

During the EAP interviews, the employee or family member may reach a resolution of the problem. If, however, further help is necessary, the counselor guides the employee or family member about how help can most effectively be secured.

Services are strictly confidential and offered through our two office locations in Waterbury and Naugatuck.

Family Services of Greater Waterbury, Inc. is accredited to provide EAP services by the Council On Accreditation. We are participating providers in several local, state and national EAP's and Managed Health Care contracts. Family Services of Greater Waterbury, Inc. is also a member of the Connecticut Council of Family Service Agencies.

## **THE RANGE OF EAP SERVICES**

### **1. Assessment, Evaluation and Short Term Counseling:**

Experienced EAP staff provides confidential problem assessment, evaluation, and short-term treatment evaluation (3 sessions). Same day telephone consultation is available and appointments can be made within two working days. In emergency situations, arrangements can be made for a person to be seen immediately, at the work site if necessary.

### **2. Case Management (referral and follow-up):**

FSGW maintains active working relationships with other key providers in the area to insure the best and most appropriate service possible. This knowledge of, and access to, other community resources, coupled within our own treatment abilities, represents an excellent potential to resolve employee or family problems in the local community.

FSGW staff actively follow-up all referrals to assure that services are being provided in timely and effective ways. In the case of hospitalization, EAP staff monitors discharge and aftercare plans.

### **3. Case Consultation:**

Consultation is available to supervisors in relationship to difficult cases and the process of intervention.

### **4. Orientation and Training of Managers and Supervisors:**

We can either provide training directly or consult with the organization around the curriculum to be covered. Minimally, the training should include the organization's policy, role of the supervisor, problem recognition and intervention, and how it potentially interfaces with existing performance evaluations and disciplinary procedures.

### **5. Policy Development:**

FSGW staff is available to provide expertise in development of official organization policy and procedures regarding the employee assistance program. The policy will express that voluntary use of the program by employees and their dependents is encouraged and participation will in no way jeopardize their job security, opportunity for promotion or reputation. Throughout the policy, there will be assurances that involvement in the EAP will be handled with the highest degree of confidentiality.

**6. Employee Awareness:**

FSGW can assist an organization in the development of EAP benefit announcement letters and brochures, and will provide educational/promotional materials (newsletters, payroll stuffers, posters, etc.) which promote employee awareness.

**7. Program Evaluation:**

Periodic reports to the organization indicating the number of employees served, types of presenting problems and categorization of referrals/outcomes will be made annually. No personally identifiable information will be included in these reports.

FSGW will provide Employee Assistance Services (EAP) for employees on a fee for service basis for the period of July 1, 200\_ through June 30, 200\_ as follows:

- One hundred (\$100) dollars per visit for assessment and counseling.
- Seventy five (\$75) dollars per session for training, consultation and ancillary services.
- One hundred twenty five (\$125) dollars per session for critical incident debriefing sessions.

**SUCH SERVICES RENDERED WITHIN THIS PERIOD WILL BE  
BILLED ON A MONTHLY BASIS. AN ITEMIZED BILL WILL BE SENT**

For larger businesses (over 100 employees) a “per employee rate” can be established for an annual contract which will include all of the above services identified in this proposal.