

## COUNSELING CARE CENTER SERVICES

### Follow-up

Referral of employees to appropriate services does not necessarily mean the employee utilized the services that were recommended. Follow-up is an attempt to ensure the services are being used. Because EAP assessments are confidential, a release of information is needed even if all the supervisor wants to know is if the appointment was kept. If a more in-depth working relationship is needed between the EAP, the employer and the employee, this would have to be agreed upon ahead of time and specific releases need to be signed.

### Reporting

Quarterly reports summarizing employee utilization will be provided to the organization's designee. Reports will contain personal identifying data, but will categorize clients according to problem areas, referral source and case disposition.

## WHAT EMPLOYERS PROVIDE:

1. For the full program, a fee for services will be paid on a monthly basis, with the first payment due 30 days after the starting date of the contract.
2. Evaluation and Feedback. Such evaluation should occur on an ongoing basis by plant management to assure that EAP programs are meeting the particular goals of the employer. Feedback is appreciated on an annual basis.

The Counseling Care Center offers a variety of strictly confidential services to meet the needs of each person, couple and family. We are certified by the State of Wisconsin Department of Health and Social Services. All clinic staff are licensed and/or certified in their respective disciplines. We also can arrange care for other services to meet your specific needs and concerns. The following are some of the areas we work with:

- Depression
- Anxiety Disorders
- Grief and Loss
- Stress Management
- AODA (Alcohol and Other Drug Abuse)
- ACOA (Adult Children of Alcoholics)
- Attention Deficit Hyperactivity Disorder
- Testing
- Individual, Family or Group Psychotherapy
- Medication Management
- Learning Disorders
- Employee Assistance Program

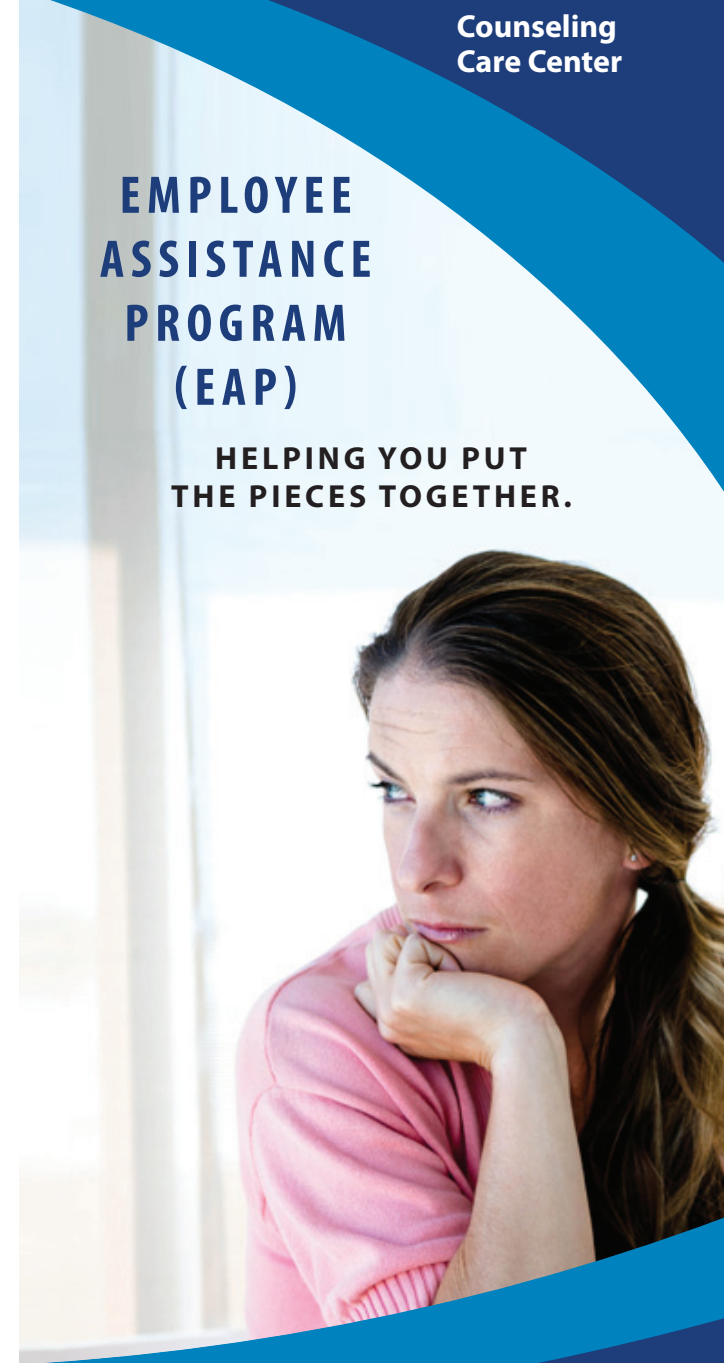
For further information contact your EAP Representative at 608.364.5686.



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## EMPLOYEE ASSISTANCE PROGRAM (EAP)

**HELPING YOU PUT  
THE PIECES TOGETHER.**



## WHAT THE NUMBERS SAY

It is crucial for employers to be aware of ways to help employees deal with not only the possibility of substance abuse but also depression or anxiety that can affect workplace performance.

- One in thirteen adults in the 18 to 29 age group are the heaviest abusers of drugs or alcohol.
- About 43% of adults have been exposed to alcoholism in families.
- Approximately 10% of American adults suffer from a depressive illness. This can lead to increased work errors, diminished quality or withdrawal from coworkers.
- Anxiety disorders can lead to panic attacks that may lead to fear about leaving home. This could jeopardize the employee's job.

## WHAT CAN EAP DO FOR ME?

Our EAP program provides confidential, professional assistance to employees and their dependents who need help with personal problems. These problem areas could include emotional, marital and family concerns, stress, personal issues, as well as alcohol and/or drug abuse.

An added benefit, is that our EAP program helps supervisors/managers/department heads in sharpening their own skills by being trained to identify and refer to EAP those employees whose personal problems affect work performance. An effective EAP may help to reduce supervisory/managerial workload rather than increase it.

## EAP SERVICES PROVIDED

### Diagnostic Workup and Referral

Each employee and dependent is eligible to receive up to three sessions per year at no charge to the employee, to assess the problem area. The workup will provide short-term problem resolution. If further services are needed, then a referral for outpatient psychotherapy, alcohol and drug treatment, medication evaluation by a psychiatrist, psychological testing, hospitalization or self-help groups will be made. Upon proper signed release of information, the referral source can obtain a copy of the recommendations if this evaluation is mandated for employee's continued employment.

### Program Promotion

Employee orientation takes place to acquaint employees with the EAP program and "personalize" EAP staff. Supervisory/management training can occur to assist staff in the ability to recognize employees with problems and make referrals. This is done at no extra charge.

### Consultation

The EAP coordinator will be available to management/supervisory staff, formally or informally to address concerns. This could include brief discussions over the phone on handling difficult situations, to involvement in disciplinary meetings, to team building with a group of employees.

### Crisis De-Briefing

A 24-hour phone response line will be available to employees and their dependents. For company-wide trauma, a team would assist the organization to facilitate traumatized employees to process and adapt after a critical incident.

### Wellness Education Programs

The EAP offers both wellness education and management training programs. Up to four free programs are possible within a year. Some examples are:

### EMPLOYEE AND MANAGEMENT

- Stress Management



- Parenting
- Marital Communication
- Eating disorders
- Holistic Health
- Communication in the Workplace
- Time Management
- Depression
- Team Building
- Positive Mental Health
- Substance Abuse

### MANAGEMENT

- Probable cause trainings and how to document problems with employees
- Crisis Management
- Violence in the workplace
- How to make a difficult referral
- How to identify AODA or mental health issues

### Dispute Resolution

EAP personnel can intervene as a mediator to assist in resolving disagreements and/or personality conflicts in the workplace.

### Evaluation

Tools developed by the EAP can assist in evaluating utilization of services, efficacy of services and perception of value by employee.