

What Can Your Employee Assistance Program Do for You?



EFR EMPLOYEE & FAMILY RESOURCES

Iowa State University

EFR's Employee Assistance Program (EAP) offers **confidential** assistance to you and your family members for a wide range of concerns.

The EAP is a benefit that helps you and your family with issues affecting your day-to-day performance and health, including stress, anxiety, depression, parenting, relationships, substance abuse, and legal and financial concerns. This benefit is provided by qualified professionals at no cost to you. When you call the EAP, a licensed professional counselor will help you decide what steps to take to improve your situation.

Here are the ways the EAP can support you and your family:

24-Hour Telephone Access for immediate support from EAP counselors at 800.327.4692.

Convenient In-Person Appointments for up to **six (6)** visits per year, per separate issue, with qualified counselors in or near your community, and referrals to long-term resources as needed.

Life Coaching is a service offered to help individuals achieve their work-life goals. The **six (6)** telephonic sessions help employees identify what they want and overcome obstacles to attain their goals.

Financial Consultation is offered as a free 30-minute telephone consultation with a financial professional on issues including budgeting, credit reports, tax questions, financial planning and more. Referrals to local resources are provided when ongoing services are requested.

Identity Theft Resolution helps with emergency response in the event of identity theft, provides victims with a free "ID Theft Emergency Response Kit" and assists employees with restoring their identity and credit.

Legal Consultation is offered as a free 30-minute telephone or in-person consultation with an attorney for assistance with personal and family legal services, civil and consumer issues, real estate services, criminal matters, IRS matters and more. If ongoing representation is needed, this service is provided at a 25% reduction off the network attorney's usual rates.

Elder Care Resources aid in providing support for those caring for an aging parent or other family member. Resources include connections to local resources for in-home care, alternative living arrangements, legal and financial issues, and more.

Real Life Solutions is a monthly newsletter designed to reinforce healthy lifestyles, workplace productivity and services available through the EAP.

Better Living is the employee wellness web resource for fresh content, information and articles on topics including relationships, emotional and mental health, alcohol and other drugs, health, fitness and nutrition, work-life balance. It is also a place where you can connect with a health coach and set wellness goals.

EAP Eligible participants include you, family members living in your home, and legal dependents who may live elsewhere. Family members may contact the EAP on their own and receive the same confidential services listed above.

Concerns? Don't hesitate to call us. Contact with the EAP is confidential and available 24 hours a day, at no cost to you. An EAP counselor can help you work through your concerns so you can begin to move toward solutions. Call toll free 800.327.4692.

Website:

www.efr.org/employee-assistance-program