



EFR EMPLOYEE & FAMILY RESOURCES

Black Hawk County (ISAC)

Call **(800) 327-4692** to Access Your Benefit

Employee Assistance Program

Get To Know Your Benefits

Your Employee Assistance Program (EAP) provides a variety of counseling, consultations, resources, and coaching benefits for you and your family members. Your EAP benefits are **cost-free** to you, **confidential**, and available **24/7/365**.

We Can Help With:

- Stress Management
- Relationship Concerns
- Personal Growth
- Anxiety or Depression
- Legal Issues
- Identity Theft
- Tax Questions
- Elder Care
- Financial Concerns
- Budgeting and Debt

EAP Benefit Summary

Phone-Based Support

unlimited

Call us any time you have an issue, concern, or question. You have 24/7 access to masters-level clinicians.

In-Person or Telehealth Counseling

6 sessions per issue per year

Arrange in-person counseling sessions with a licensed mental health therapist near your home or work. Each family member is eligible.

Telephonic Life Coaching

6 sessions per year

Speak with a life coach and receive tailored advice on matters involving time management, work-life integration, goal setting, communication skills, and other areas of personal growth.

Telephonic Financial Consultation

1 30-min session per issue

Speak with a financial professional about each separate issue, and access a free financial check-up, financial library, and a variety of other financial tools by visiting efr.org/financial.

In-Person or Telephonic Legal Consultation

1 30-min session per issue

Meet with a licensed attorney with expertise in your area of need. Visit efr.org/legal for more information regarding retention and self-help legal documents.

Eldercare Resources

as needed

Access information, referral resources, and support involving the care for an aging family member.

Childcare Resources

as needed

Receive childcare resource referrals where locally available. All referrals are state licensed/certified childcare providers.

Identity Theft Resolution Services

as needed

Receive assistance with restoring identity and good credit from a highly trained FCRA certified fraud resolution specialist or licensed attorney.

Additional Benefits

provided regularly

Stay up-to-date by reading our monthly newsletter, watching our webinars, and/or completing self-assessments. Visit efr.org for more information.

Life Happens. We're Here to Help.

Get Connected:



505 Fifth Ave, Suite 600

efr.org/myeap



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Understanding Your EAP Benefits

EFR is dedicated to helping people manage life's challenges so they can reach their full potential.

When should I call the EAP?

Call **800-327-4692** whenever you are experiencing one of life's challenges. We are available 24/7/365.

What happens when I call?

A representative from EFR will answer your call. The representative will gather demographic information and help you connect with an EAP counselor.

You will be connected with a masters-level clinician to discuss your issues, concerns, or struggles.

What happens when I see the EAP counselor?

- The master's level EAP counselor will listen to your concerns.
- The counselor will also help you explore other areas of your life to assess for strengths and supports, or factors contributing to your presenting issue or concern.
- The counselor will meet with you up to **6 sessions** to complete a comprehensive assessment of your current circumstances and work with you to establish a plan for EAP sessions.

Options for EAP sessions include:

- Assessment completed and remaining sessions are used for brief counseling and problem resolution.
- Assessment completed and a referral is recommended for services that fall outside the scope of EAP services.

Common Questions

Can I use the EAP more than once a year?

- Yes, but each time you use the EAP, the counselor will be assessing your life circumstances so you will be eligible for a new set of **6 sessions** if your circumstances have changed, or in 12 months, whichever comes first.

What is a new set of circumstances?

- A new development in your life that has changed since your last EAP assessment.

Why can't I use the EAP more often?

- EAP is an assessment, referral, and brief counseling model to assist employees with managing a wide variety of personal issues, but is not intended to replace therapy, treatment, or ongoing counseling.

Call EFR today!
800-327-4692