

*Our full attention. Your full potential.*



**EFR** WORKPLACE SERVICES

**Your Employee  
Assistance Program**

*Here when you need us.*

To access your Employee Assistance Program (EAP), call:

Des Moines Area  
(515) 244-6090

Nationwide  
(800) 327-4692

TTY  
(877) 542-6488



Employee & Family Resources  
505 Fifth Avenue, Suite 600  
Des Moines, Iowa 50309  
[www.efr.org/eap](http://www.efr.org/eap)

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## *What is the EAP?*

EAP (Employee Assistance Program) is a benefit provided by your employer for you and your eligible family members. The EAP provides professional services to assist you in addressing life issues that may interfere with your well-being, job performance or health. In addition, the EAP can help you set and achieve life goals.

## *What kinds of issues does EAP help with?*

EAP professionals help people manage many of life's challenges, including:

- family or relationship issues
- emotional or mental health
- work/life balance
- substance abuse
- personal growth
- financial or legal
- other issues that interfere with daily living

## *How do I access EAP?*

You and your eligible family members can call the EAP directly 24 hours a day, seven days a week. An EAP counselor will ask you to give a brief description of your concern or problem. If more than a telephone consultation is appropriate for your situation, the counselor will make arrangements for you to receive either:

- In-person sessions with a qualified EAP counselor in your area
- or*
- Life Coaching from a trained life coach, delivered via telephone and personal Web site portal.

While in-person assistance is always available to you, many individuals find Life Coaching to be a convenient, effective and efficient way to work on their personal goals. The EAP counselor will work with you to help you decide which option is best for your situation.

## *Who will know I used the EAP?*

The services you receive are confidential. Within strict legal limits, no one will be given any information about your contact without your written permission.

## *What are the credentials of the EAP professionals?*

EAP counselors and coaches have master's or doctoral degrees. They are counseling professionals who have experience in a variety of human service fields. The EAP maintains the highest standards of service quality.

## *How much will it cost me to use EAP services?*

Your employer provides the EAP to you as a benefit of your job. A set quantity of in-person or Life Coaching services with EAP professionals are provided at no cost to you.

If you are referred for additional assistance beyond the EAP, the financial responsibility will be yours. Your EAP counselor will attempt to refer you to resources that are affordable to you, which may include services covered by your health insurance.

## *How can the EAP help with financial issues?*

Your EAP offers a quality Financial Consultation service providing no-cost consultation for concerns including financial, retirement and estate planning. If further services are desired, a referral to a financial planner in your area is made at a reduced fee.

## *How can the EAP help with legal concerns?*

Your EAP provides a no-cost telephone consultation with an attorney on a wide range of personal, nonemployment-related legal issues. If further legal services are needed, a referral to an attorney in your area will be made at a reduced fee.