

The Role of EAP, Human Resources and Supervisors Part I

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Solutions EAP is an Employee Assistance Program that is sponsored by your employer. As your EAP provider we have many roles. Not only do we provide individual short-term counseling to employees and their family members, but we provide services to the organizations as well. We conduct workshops such as Stress Management, Conflict Resolution, Effective Communication, and Team Building just to name a few. We also respond to a traumatic incident by providing private and confidential on-site services to help employees cope with the emotional impact of the event. We also provide management consultations. So as you can see we work in many capacities and each role has a slightly different approach. Since we work with employees and their family, human resources departments and supervisors it is important to point out the role Solution EAP has with each area. All are services are strictly confidential.

Let's start with the services we provide to the employees and their families. We provide free short-term counseling services to employees and their family members at no cost. EAP is always confidential. The number of sessions depends on your employer.

Solutions Staff Counselors as well as Network Counselors throughout the state (150 locations) provide assessment, brief counseling if appropriate, and referrals for ongoing counseling that is accepted by your insurance. We do not provide long term counseling. As I explain to the people I meet, we can be a jump start to the counseling process. We identify the issues and give recommendations for future treatment. Some issues can be dealt with in a couple of sessions. However, we might determine in the first session that the issue requires longer term counseling. We then make the necessary steps to arrange services.

That means that we might not use all the EAP sessions that are allotted to you. There are some good clinical reasons for this. Number one, we want to ensure a smooth transition to a counselor or other treatment programs. It can be difficult to move on and build a relationship with your new counselor if you are used to your EAP counselor. Another reason is some problems need to be addressed immediately such as substance abuse or depression. There are some cases where we might need more than one session make an ongoing assessment, especially when the circumstances are complex. Basically decisions are made case by case, no two cases are alike.

Next week we will discuss the role EAP has with Human Resources and supervisors.

Call Solutions EAP at 1-800-526-3485 for assistance for all of life's challenges. It's free, confidential and open to family members. Check us out on-line www.solutions-eap.com