



For Managers: Your Employee Assistance Program

What is the Employee Assistance Program (EAP)?

The EAP is provided by ComPsych® GuidanceResources® and offers counseling, legal and financial consultation, work-life assistance and crisis intervention services to employees and their dependents free of charge.

Why provide an EAP?

The EAP offers counseling, guidance and tools for emotional, financial, legal and other issues. Helping employees and their dependents ensures that these issues don't spill over into the workplace and harm productivity or morale.

Is the service confidential?

Yes, the EAP is strictly confidential. No information about participation in the program is provided to the employer.

Why should managers use the EAP?

The EAP is a referral resource when an employee expresses concerns over or suffers performance problems due to a personal issue. As a manager, it is not your job to be a professional counselor or best friend. The EAP can handle that for you.

Can employees' children use the EAP?

Yes. The EAP is a confidential benefit for employees and their household family members.

Why might an employee or his/her dependents use the services of the EAP?

There are many reasons for employees to take advantage of these services, including when they:

- Are feeling overwhelmed by balancing work and family
- Are experiencing stress, anxiety or depression
- Are dealing with grief and loss
- Need assistance with child or elder care
- Have legal or financial questions
- Have concerns about substance abuse for themselves or a dependent

Under what circumstances might a manager refer an employee to the EAP?

All employees can experience personal difficulties that can impact their performance at work. As a manager, you can suggest the EAP to an employee as a confidential resource provided at no charge.

What happens when employees call the EAP?

When employees call, they will speak with a GuidanceConsultantSM, a master's- or PhD-level counselor who will collect some general information and will talk with them about their needs. The GuidanceConsultantSM will provide the name of a counselor who can assist them.

All active and eligible employees NOT represented or covered by the collective bargaining agreement between the State of IL and AFSCME Council 31 are eligible for ComPsych® EAP services.

Bargaining unit employees represented by AFSCME Council 31 are eligible for services through Personal Support Program. Contact AFSCME Council 31 at 800.647.8776 or afscme31.org for more information.

Here when you need us.

Call: 833.955.3400 TTY: 800.697.0353

Online: guidanceresources.com

App: GuidanceNowSM

Web ID: StateofIllinois

