

FAQ

Employee Assistance Program (EAP)

Through its Employee Assistance Program (EAP), SCOE provides employees with up to two hours of free confidential assistance in addressing personal and work-related problems that may interfere with job performance. SCOE contracts with a nonprofit organization, Family Service Agency–Sonoma County, to provide EAP services. Employees may self-refer to the program or a supervisor may recommend that an employee seek assistance. Participation is voluntary and completely confidential. Call (707) 545-4551 to schedule an appointment.

Historically, Employee Assistance Programs were established by employers to assist employees with drug and alcohol problems. Today, while EAP counselors still offer assistance in those areas, they also help employees with a wider range of issues, such as marital, parenting, or financial problems; emotional concerns; stress; anger management; and other personal situations which negatively impact the employee's work performance.

Services provided through the Employee Assistance Program

EAP is an assessment and referral program. Ongoing follow-up services may be provided by the employee's health care provider, another appropriate community agency, or through the Family Service Agency. The cost of such follow-up care is the responsibility of the employee.

SCOE funds the cost of the initial one-hour EAP meeting, which is designed to determine the nature of the problem or concern and to identify appropriate referrals for follow-up care. SCOE also funds a second one-hour meeting, if needed, for further analysis of the situation and to determine whether the follow-up plan will be covered by the employee's health plan. Any additional services are the responsibility of the employee. Additional visits may be covered by the employee's health plan, depending on the type of coverage and the nature of the situation.

The employee is responsible for implementing the plan for follow-up care by contacting the agencies to which he/she has been referred. Once the employee has contacted the EAP, the matter remains between the employee and the professional service provider. In order to encourage full disclosure of the nature of the problem and active participation of the employee, the treatment plan and actual treatment sessions are completely confidential.

EAP brochures dealing with the variety of personal issues that may affect an employee's job performance are available in the employee lounge at the SCOE Skylane facility or through Human Resources. Topics include: alcohol and drugs, anger management, balancing work and family, caring for an aged loved one, child sexual abuse, coping with

grief and loss, dealing with difficult personality traits, eating disorders, family violence, living with someone who is depressed, parenting and positive discipline, sexually transmitted diseases, and stress.