

Introducing a New Employee Benefit

Employee Assistance Program (EAP)



Iowa Association of County Extension Councils

Iowa Association of County Extension Councils is excited to announce a new company-sponsored benefit! Beginning January 1, 2014, an Employee Assistance Program (EAP) will be available to you and your family members to help you overcome problems and challenges in your everyday lives.

We are committed to providing quality problem assistance to help you find the best approach to your personal concerns. Employee & Family Resources (EFR) was carefully selected to serve you independently and confidentially.

What can your EAP do for you?

Your EAP consists of counseling and additional services to help you in your personal and professional life. Services are provided at no cost to you and are strictly confidential (within legal limits). The EAP can assist you and your family members in finding solutions to a wide variety of personal, family and work-related concerns.

To use your EAP, you or your family members can contact an EAP counselor by calling 800.327.4692. The counselor will verify your eligibility and listen to your questions or concerns. Then, together you and the counselor will decide on steps you can take to resolve your concerns.

Services available through your EAP:

- **24-Hour Telephone Access:** Counselors are available 24/7/365 by calling 800.327.4692.
- **In-Person Appointments:** Up to **three (3)** sessions available for problem assessment, short-term counseling and referrals to additional resources as needed.
- **Financial Consultation:** Assistance with budgeting, credit reports, tax questions, financial planning and more.
- **Legal Consultation:** Consultation for a wide range of specific legal concerns including will and estate planning, divorce, child custody and more.
- **Elder Care Resources:** The EAP will help you assess your loved one's needs and assist in identifying resources available in their area to meet those needs.
- **RealLife Solutions Newsletter:** A monthly newsletter reinforcing healthy lifestyles and workplace productivity and reminding you of your EAP benefits.
- **Better Living Web Resource:** Available through the EFR website at www.efr.org/myeap. The website features articles and other resources to help you learn about health and nutrition, balancing work and family, managing stress and much more.

The EAP is your 24/7 direct line to free, confidential and professional help when you need it. Eligible participants include you, family members living in your home, and legal dependents who may live elsewhere. Family members may contact the EAP on their own and receive the same confidential services listed above.