

Employee Assistance Program (EAP)

Providing Consultation and Referral Services for Faculty and Staff

What Does the EAP Benefit Provide?

Balancing the daily demands of work and home can be challenging. The EAP program offers employees confidential, no-cost assistance with a variety of personal or workplace concerns, ranging from stress and depression, to coping with grief and loss. So you don't need to go it alone. This benefit is confidential, and you have no copay for visits with a mental health professional in your community.

Through the UBH EAP benefit, you also have access to unlimited telephonic counseling for legal issues. When you call UBH for a legal issue you will be connected to LawPhone, where you will either be placed immediately in contact with an attorney specializing in your area of concern, or a callback appointment will be made at your convenience. You may call the UBH LawPhone service as often as you wish.

Unlimited telephonic counseling for financial issues is also available through the EAP benefit. Credit card and other debt issues will be referred to Consumer Credit Counseling Service. All non-debt related calls are connected to a financial counseling service offered through Ernst & Young. While Ernst & Young sells various financial planning services and products, they will not promote these services, but will offer UBH participants strategic and general advice.

In addition, you have access to UBH's online service, MemberWeb at <http://www.liveandworkwell.com>. MemberWeb is a completely confidential and private website that allows you to research health questions, set personal goals, and participate in on-line discussions. MemberWeb services include:

- Self-assessment programs that guide you in identifying problem areas and provide problem resolution recommendations,
- Personal Plan programs, designed to teach you about a topic or problem area and provide tools for improving the situation, and
- An online magazine with informative and accessible articles on such topics as self-improvement and solving personal problems.

How do I access the EAP benefits?

The UBH EAP phone line is open 24 hours a day, seven days a week. Simply call the EAP at their toll-free number, **1-866-808-6205**. You will be connected immediately to an EAP Specialist, who is a master's-level clinician experienced in helping people identify the nature of their concerns and in finding the right resources to address them. After a few quick questions, the EAP Specialist will refer you to a local resource or a provider who has experience dealing with your issue or problem. If you prefer, you may request a particular provider who is contracted with UBH. Your benefit covers three (3) visits per employee per problem per year, at no cost to you when a UBH EAP counselor refers you.

When you call UBH and receive a referral for counseling visits with a local provider, you will receive a "certification" number. It's a good idea to jot down this number. It is suggested that you provide your therapist with this number because it helps her/him verify that you are a UBH participant and eligible for EAP visits with no copay.

You can register to use MemberWeb online (<http://www.liveandworkwell.com>) using the access code UCSC.

What accommodations are made for members who do not speak English?

UBH actively recruits physicians and mental health professionals who speak languages other than English. Languages spoken include Bulgarian, Burmese, Cambodian, Chinese, Dutch, Farsi, Hebrew, Italian, Japanese, Korean, Portuguese, Russian, Spanish, Tagalog, Vietnamese, Yiddish and Yoruba. UBH has a number of front-line clinical and customer service employees who speak Spanish as a second language. In addition, UBH has contracted with a translation service that can be accessed at any time. The translation service provides immediate interpreters for over 140 languages. Interpreters are knowledgeable about the language in question and the associated culture. When the UBH clinical or member services staff receive a call from a member who does not speak English, the UBH staff member will access the AT&T translation line.

Generally within 2-3 minutes an interpreter will come on line to assist the caller and the UBH staff member, and the call will proceed.

Interpreters follow a code of conduct and all are bound to the same requirements of confidentiality to which all UBH staff adhere.

What about confidentiality?

The care you receive through this EAP benefit is confidential. UBH may provide information about you to a physician or mental health provider if they are assisting you to make an appointment, or in the case of an emergency. Otherwise, UBH and your provider will not disclose any information to anyone without explicit written instructions from you, except where required within federal and state guidelines.

What if I have questions?

For general information about the EAP, you may contact UBH toll-free at 1-866-808-6205, or the UCSC Benefits Office at (831) 459-2013. If you would like to speak to someone at the UCSC Benefits Office in confidence regarding the EAP, you may contact Julie Putnam, Benefits Manager, at (831) 459-4996.

University of California, Santa Cruz Employee Assistance Program

Program Statement

1. The University of California, Santa Cruz recognizes that problems of a personal nature may interfere with a faculty or staff member's well being and ability to perform his or her job. The Employee Assistance Program is established to help deal with these problems.
2. Services are available under the Employee Assistance Program to help identify, counsel and refer troubled employees to professional resources. The program is designed to deal with the broad range of human relations problems, such as alcohol or drug abuse, financial problems, emotional or behavioral disorders, family and marital discord, legal and other personal problems.

3. The program is available to **all faculty and staff** employees of UCSC including those who are on temporary layoff, furlough, leave of absence, and sabbatical. Employees who have been indefinitely laid off may continue to use the Employee Assistance Program for 6 months following the layoff date.
4. All supervisors and managers are urged to cooperate with this program and to encourage employees who may have a problem to take advantage of available services. Supervisors do not make any diagnostic assessment regarding an employee's health or behavioral problems which may affect job performance. Where appropriate, such individuals may be referred to an Employee Assistance Program counselor for assistance.
5. Employees who have or suspect that they have an alcohol, chemical dependency, health or other personal problem and desire help to resolve it are encouraged to seek confidential assistance by voluntarily contacting an Employee Assistance Program counselor.
6. Employee contact with and participation in this program is voluntary and will be kept strictly confidential. Information regarding an employee's utilization of program services can only be released with prior written consent of the employee.
7. For employees referred by their supervisor or for self-referred individuals who notify their supervisor, time spent in consultation with the Employee Assistance Program and time traveling to and from the Employee Assistance Program counselor's office shall be counted as time worked, provided the appointment takes place during the employee's normal working hours.
8. Employees who wish to maintain complete confidentiality regarding their participation in the program may, at their discretion, use sick leave, vacation, or compensatory time or leave without pay to consult with an Employee Assistance Program counselor. All departmental, University and or contractual policies and/or procedures governing the use of such leave shall be in effect.