

What Happens When I Call the Employee Assistance Program (EAP)

24 Hour Toll Free Access

Longview Associates, Inc. is available to employees and their families 24 hours a day, 7 days a week by calling, toll-free, **(800)-666-5327**. An individual employee can initiate the contact with the EAP, be referred by someone in Human Resources or by a member of management. Contact with the EAP can also be initiated by immediate family members of the employee.

Telephone Screening

An experienced EAP Consultant offers immediate feedback and help to the caller by providing either:

INFORMATION

The caller only wants information about a specific resource for him or herself or a family member. If necessary, a search is made to find out the answer to the caller's inquiry. Longview uses our 27 years of EAP experience with (110 companies & 80,000 employees) to offer information on personal problems to individuals throughout the country.

ASSESSMENT

The caller is offered a **free, confidential, face to face** assessment session. Sessions take place at a time and location convenient to the caller. During the assessment, the actual nature and depth of the problem is determined. A strategy for dealing with the problem is devised which may include referral for additional services.

EAP Consultant and Affiliate Staff

All **Longview Associates, Inc.** EAP Consultant and Affiliate Staff are extensively trained, licensed/certified, and experienced in dealing with a broad range of personal concerns. In most cases, Consultant and Affiliate Staff have a Masters Degree in Social Work, or Counseling and in some cases are licensed psychologists or psychiatrists. Many are also certified in a variety of areas including, Certified Employee Assistance Professionals (CEAP) or in alcoholism or addiction counseling.

Referral

In about 60% of all cases, as a result of the assessment, Longview Associates, Inc. EAP Consultant, or Affiliate staff, refer the individual to an expert service, agency or private practitioner which can aid in the solution of a personal problem in the most timely and cost-effective manner. Referrals are made to providers that will be covered as much as possible through your insurance plan.

About 40% of cases are handled within the service of the EAP and do not involve referral.

In all referrals, the EAP Consultant continues to be involved through follow up.

Follow-Up

Longview Associates, Inc. actively follows the referral to determine if the problem has been resolved, to discover if further assistance is needed and to assure the effectiveness of the EAP in dealing with this particular problem.

(EAP Promo/What Happens If I Call 6/11/2000)

Longview Associates, Inc.

Over 25 Years of Experience in the Design and Implementation of Employee Assistance Programs (EAP's)

(800)-666-5327