EFR EMPLOYEE & FAMILY RESOURCES
efr.org

Call (800) 327-4692
to Access Your Services

Employee Assistance Program
Service Summary

Your Employee Assistance Program is a toolbox of free and confidential services for you and your family.

Phone-Based Support *unlimited*	Call us any time you have an issue, concern, or question. You have 24/7 access to masters-level counselors.
In-Person or Telehealth Counseling *3 Sessions*	Arrange counseling sessions with a masters-level counselor near your home or work.
Togetherall *As Needed*	Join an online community that offers an anonymous space to connect with your peers and access self-help resources.
Life Coaching *3 Sessions*	Unlock your potential and achieve your goals with the expert guidance of a certified life coach.
First Responder Coaching *3 Sessions*	Partner with a trained coach from the first responder community for guidance and support on the unique challenges and circumstances first responders face.
Financial Consultation *1 consultation per issue*	Speak with a financial professional and access a library of financial resources. Username: EFR Password: EFR
Legal Consultation *1 consultation per issue*	Meet with a licensed attorney and access self-help legal documents. Username: EFR Password: EFR
Child/ Eldercare Resources *As Needed*	Free telephonic consultations and tailored lists of vetted local resources.
Identity Theft Assistance Services *As Needed*	Receive assistance with restoring identity and good credit from a highly trained FCRA certified fraud resolution specialist or licensed attorney.

Click here to stay connected to our podcast, webinars, and blogs.

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Understanding Your EAP Benefits

EFR is dedicated to helping people manage life's challenges so they can reach their full potential.

When should I call the EAP?

Call 800-327-4692 whenever you are experiencing one of life's challenges. We are available 24/7/365.

What happens when I call?

A counselor will answer your call. They will collect basic information and help you connect with a masters-level counselor to discuss your concerns or challenges. All calls are strictly confidential subject to legal requirements.

What happens when I see the EAP counselor?

- The masters-level counselor will listen to your concerns. The counselor will also help you explore other areas of your life to assess for strengths and supports, or factors contributing to your presenting issue or concern.
- The counselor will meet with you up to 3 sessions to complete a comprehensive assessment of your current circumstances and work with you to establish a plan for EAP sessions.

Options for EAP sessions include:

- Assessment completed and remaining sessions are used for brief counseling and problem resolution.
- Assessment completed and a referral is recommended for services that fall outside the scope of EAP services.

Common Questions:

Can I use the EAP more than once a year?

Yes, but each time you use the EAP, the counselor will be assessing your life circumstances so you will be eligible for a new set of 3 sessions if your circumstances have changed, or in 12 months, whichever comes first.

What is a new set of circumstances?

A new development in your life that has changed since your last EAP assessment.

Why can't I use the EAP more often?

EAP is an assessment, referral, and brief counseling model to assist employees with managing a wide variety of personal issues, but is not intended to replace therapy, treatment, or ongoing counseling.