

## THE AGCENTER EMPLOYEE ASSISTANCE PROGRAM

An Employee Assistance Program (EAP) is provided for AgCenter employees through contract with *Family Managed Care (FMC)*. The EAP provides employees and their immediate family members (spouse and children) with easy access to confidential assistance for personal and work-related problems that can affect their lives. There is no charge to the employee.

### Issues Typically Addressed By the EAP

Daily life problems, such as relationship difficulties and financial troubles, can be resolved through the EAP. The program provides information and assistance on problems such as:

- Stress
- Depression
- Drugs or alcohol addiction
- Family and marital problems
- Financial issues
- Gambling addiction
- Anger management
- Legal issues
- Dealing with grief and loss
- Dealing with job performance or work issues
- Problems with children and adolescents
- Mental illness

Through education and assistance, the EAP allows employees and their immediate family members to get early help for problems before they begin to interfere with job performance and life in general.

### Accessing the EAP

The EAP can be accessed 24 hours a day, 7 days a week, by calling:  
225-765-7874 or 1-800-245-8332 (toll-free)

FMC case managers are licensed mental healthcare professionals who are available 24 hours a day, 7 days a week. The case manager will ask you a few questions and then refer you to an EAP provider in your area. (Providers are located statewide.)

### Referrals

There are two types of access to the EAP: self-referral and supervisory referral.

- **SELF-REFERRAL** - Under self-referral, you contact the EAP directly. Your contact is highly confidential. The AgCenter will not receive the names of individuals who use the EAP through self-referral and you do not have to go through any AgCenter office to use the EAP by self-referral. Simply call one of the telephone numbers provided above.
- **SUPERVISORY-REFERRAL** - A supervisory referral may be made when an employee is demonstrating job performance problems. These referrals are coordinated through the HRM office. The goal of a supervisory referral is to help the employee identify the issues causing the performance problems, devise solutions, and thereby resolve the performance problems.

### Counseling Sessions

Under the EAP, employees may receive free counseling from professional healthcare providers. Employees and their immediate family members (spouse and children) may each receive up to three counseling sessions annually. Use of the EAP by one family member does not count against the other family members' three sessions. Additionally, if the employee has a supervisory referral, that does not count against their option to have three sessions through self-referral. Employees often ask what happens if they still need additional assistance after their three counseling sessions. In such cases, the EAP provider will help identify the type of additional assistance needed and the employee's medical insurance may provide coverage depending on the problem. There are often social services agencies that can also be of assistance.

### Questions

Questions should be directed to the AgCenter HRM Office to either Torii Freeman (225-578-4640, [TFreeman@agcenter.lsu.edu](mailto:TFreeman@agcenter.lsu.edu)), Sharon Salzer (225-578-4643, [SSalzer@agcenter.lsu.edu](mailto:SSalzer@agcenter.lsu.edu)) or Ann Coulon (225-578-6787, [ACoulon@agcenter.lsu.edu](mailto:ACoulon@agcenter.lsu.edu)).