Employee Assistance Program

Service Summary

Your EAP is a toolbox of free and confidential services for you and anyone in your household.

EFR EMPLOYEE & FAMILY RESOURCES

Call 800-327-4692
to access your services

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.
Legal Consultation *1 consultation per issue*	Meet with a licensed attorney and access self-help legal documents.
Child and Eldercare Resources *As needed*	Free telephonic consultations and tailored lists of vetted local resources.
Identity Theft Assistance *As needed*	Receive assistance with restoring identity and good credit from a highly trained FCRA certified fraud resolution specialist or licensed attorney.

Life Happens. We're Here to Help.

Understanding Your EAP Benefits

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When should I call?

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 masters-level counselor will answer your call and collect basic information to discuss your concerns or challenges. They will direct you to the proper services. All calls are strictly confidential and are 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

- An assessment is completed and the remaining sessions are used for brief counseling and problem resolution.
- An assessment is 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 it is not intended to replace therapy, treatment, or ongoing counseling.

Resource Library

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Step 2: Download the app.