

HOW...

...does the EAP work?

KSU has contracted with Compsych, Inc. (hereafter 'Compsych'), a private independent firm to provide employees with a confidential counseling program which offers assessment, short-term counseling and referral services. An EAP counselor can help identify and clarify an issue, look at options and develop a plan of action to solve the problem.

...does an employee use the EAP?

When an employee contacts Compsych, they may identify themselves as a KSU employee. They will be asked a few brief questions concerning the issue at hand to determine the clinician best suited for their situation. The employee will then be given the name and contact information for a counselor in their geographic area for the [particular service needed](#).

...do I contact EAP?

To obtain counseling services or information, employees may contact Compsych toll free at 877.327.4753 or via their [website](#). Employees should review the [Guide to Using Guidance Resources Online](#) prior to visiting the website.

...are appointments conducted?

An appointment will be arranged at a counselor's private office if necessary. For emergencies, a counselor is available 24 hours a day at 877.327.4753.

...is counseling kept confidential?

Counseling sessions are completely confidential, within the bounds of the law. KSU will not be aware that a specific employee is using the service unless told by the employee or written permission is given to Compsych. EAP counselors will be happy to discuss confidentiality issues at the time of an employee's first appointment.

WHO

...provides counseling services?

EAP counselors are highly experienced and licensed

- Psychologists
- Clinical Social Workers
- Professional Counselors
- Marriage and Family Therapists
- Alcohol and Drug Counselors

WHO (cont.)

The EAP also provides attorneys, financial advisors and eldercare/childcare specialists. These professionals all meet high standards and strict criteria. Every effort is made to select the most appropriate expert to meet each individual need.

...is eligible to use the EAP?

All current permanent employees of KSU and their dependent family members are eligible to use the EAP.

WHAT

...are there costs for using the EAP?

KSU employees and their dependent family members do not pay any fees for using the EAP. EAP services are prepaid by KSU Human Resources. Employees are only responsible for the cost of additional services to which they may be referred after consulting with an EAP counselor. The EAP assists in finding each employee the appropriate resources, which are covered by insurance and meet the individual financial capabilities.

...kind of information does KSU receive from Compsych?

Once a quarter, KSU Human Resources receives statistical data that shows how many employees are using the EAP and what services they are seeking. No names, dates or other client-specific data is given. The information is used to monitor the continued progress of the EAP itself and can provide insight as to which services are being under-advertised.

... services are available through the EAP program?

A variety of counseling, legal, financial and related services are offered. See the [EAP Services Guide](#) for specific information.

...role does an employee's supervisor have in the EAP process?

Occasionally a supervisor may recommend that an employee contact the EAP when there is an ongoing work performance problem. Even in this case, everything discussed between the counselor and the employee is strictly confidential unless written consent is given by the employee. With written consent, only necessary information is revealed to the supervisor. Participation in the EAP is always voluntary.

...are the limits on EAP usage?

KSU employees and their dependents are entitled to up to five assessment, counseling, and referral sessions for personal and family problems per year, free of charge. Any scheduled appointments must be canceled 24 hours in advance unless it is a documented emergency. Otherwise, it will still be considered as a counseling session for eligibility purposes.