**University of Northern Iowa**

**Call (800) 327-4692 to Access Your Benefit**

**Employee Assistance Program**

**Get To Know Your Benefits**

*Your Employee Assistance Program (EAP) provides a variety of counseling, consultations, resources, and coaching benefits for you and your family members. Your EAP benefits are **cost-free** to you, **confidential**, and available **24/7/365**.*

**We Can Help With:**

- Stress Management
- Relationship Concerns
- Personal Growth
- Anxiety or Depression
- Legal Issues
- Identity Theft
- Tax Questions
- Elder Care
- Financial Concerns
- Budgeting and Debt

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### EAP Benefit Summary

<table>
<thead>
<tr>
<th><strong>Phone-Based Support</strong></th>
<th><strong>In-Person or Telehealth Counseling</strong></th>
<th><strong>Telephonic Life Coaching</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>unlimited</strong></td>
<td>6 sessions per issue per year</td>
<td>6 sessions per year</td>
</tr>
<tr>
<td>Call us any time you have an issue, concern, or question. You have 24/7 access to masters-level clinicians.</td>
<td>Arrange in-person counseling sessions with a licensed mental health therapist near your home or work. Each family member is eligible.</td>
<td>Speak with a life coach and receive tailored advice on matters involving time management, work-life integration, goal setting, communication skills, and other areas of personal growth.</td>
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<tr>
<th><strong>Telephonic Financial Consultation</strong></th>
<th><strong>In-Person or Telephonic Legal Consultation</strong></th>
<th><strong>Eldercare Resources</strong></th>
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<tbody>
<tr>
<td>1 30-min session per issue</td>
<td>1 30-min session per issue</td>
<td>as needed</td>
</tr>
<tr>
<td>Speak with a financial professional about each separate issue, and access a free financial check-up, financial library, and a variety of other financial tools by visiting <a href="http://efr.org/financial">efr.org/financial</a>.</td>
<td>Meet with a licensed attorney with expertise in your area of need. Visit <a href="http://efr.org/legal">efr.org/legal</a> for more information regarding retenton and self-help legal documents.</td>
<td>Access information, referral resources, and support involving the care for an aging family member.</td>
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<tr>
<th><strong>Childcare Resources</strong></th>
<th><strong>Identity Theft Resolution Services</strong></th>
<th><strong>Additional Benefits</strong></th>
</tr>
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<tbody>
<tr>
<td>as needed</td>
<td>as needed</td>
<td>provided regularly</td>
</tr>
<tr>
<td>Receive childcare resource referrals where locally available. All referrals are state licensed/certified childcare providers.</td>
<td>Receive assistance with restoring identity and good credit from a highly trained FCRA certified fraud resolution specialist or licensed attorney.</td>
<td>Stay up-to-date by reading our monthly newsletter, watching our webinars, and/or completing self-assessments. Visit <a href="http://efr.org">efr.org</a> for more information.</td>
</tr>
</tbody>
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**Life Happens. We’re Here to Help.**

**Get Connected:**

- [Facebook](https://www.facebook.com)
- [LinkedIn](https://www.linkedin.com)
- [YouTube](https://www.youtube.com)
- [505 Fifth Ave, Suite 600](505 Fifth Ave, Suite 600)
- [efr.org/myeap](http://efr.org/myeap)
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 representative from EFR will answer your call. The representative will gather demographic information and help you connect with an EAP counselor.
You will be connected with a masters-level clinician to discuss your issues, concerns, or struggles.

What happens when I see the EAP counselor?

• The master’s level EAP 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 6 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 6 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.

Call EFR today!
800-327-4692