



STATE OF NEVADA
DEPARTMENT OF ADMINISTRATION
Division of Human Resource Management
100 North Stewart, Suite 200/Carson City, NV 89701
(775) 684-0150/ <http://dop.nv.gov>

MEMO PERD #66/11
November 29, 2011

TO: Department Directors
Division Administrators
Agency Personnel Liaisons
Agency Personnel Representatives

FROM: Teresa J. Thienhaus, Administrator
Division of Human Resource Management

SUBJECT: Employee Assistance Program

A handwritten signature in cursive script that reads "Teresa J. Thienhaus".

Join us in welcoming back the Employee Assistance Program (EAP) on December 1, 2011!

In April 2010, the EAP was limited to statutorily mandated referrals. However, a contract for outsourced EAP services was approved at the November Board of Examiners' meeting. We are pleased to announce that the State's EAP vendor is the ComPsych Corporation's GuidanceResources®. The program will offer traditional counseling services as well as assistance with family, legal and financial issues.

The services offered will be available to qualifying employees and dependents. Current State executive branch employees (excluding those employed by the Nevada System of Higher Education), judicial branch (Administrative Office of the Courts) employees and legislative branch employees are qualified employees. Additionally, a dependent would be any individual living full-time or part-time in the same household as the qualifying employee, as well as any individual defined as a dependent by the Patient Protection and Affordable Care Act (see <http://www.dol.gov/ebsa/healthreform/>). A dependent does not have to be biologically or legally related to the qualifying employee.

Initial access to services, excepting Critical Incident Stress Management services, will be through either the toll free phone number or the internet. A Master's degree-level counselor will answer the toll free number 24 hours a day, 7 days a week and 365 days a year.

- Toll free phone number: **(888) 972-4732** and **TDD (800) 697-0353**
- Internet address: **www.guidanceresources.com** (web ID: **STATENV**)

An employee may use administrative leave for up to two EAP appointments, NAC 284.589.

Typical means of referral:

- Self-referral, a qualifying employee or dependent contacts GuidanceResources® directly through the toll free phone number or internet;
- Management (voluntary) referral, a supervisor/manager or human resource representative may remind the employee that the EAP is an available benefit; or
- Required official management referral, due to a drug and/or alcohol offense (see the Pre-Employment and Reasonable Suspicion Drug and Alcohol Program, <http://www.dop.nv.gov/drugtest.pdf>) a supervisor/manager or human resource representative will call GuidanceResources® and set up an appointment for the employee.

“TRADITIONAL” COUNSELING

The core of the EAP services will be providing assessment, short-term counseling, referral and follow-up services to address personal and work-related issues. Employees will have access to local in-person counseling through ComPsych’s GuidanceResources®. Counseling will involve one assessment session and one additional counseling session (to include referral, if appropriate). If a referral is made, every effort will be made to refer qualified employees and dependents within the State’s health plan.

WORK-LIFE SERVICES

Family

FamilySource® provides unlimited customized research and referral support for child care, elder care, education, government programs, health/wellness, personal convenience and moving/relocation.

Legal

LegalConnect® provides unlimited telephonic consultation and information with licensed attorneys for family law, ID theft, custody, real estate, estate planning and tax questions. Additionally, it provides local referrals for in-person legal consultation with discounted fees.

Financial

FinancialConnect® provides unlimited telephonic consultation and information with financial experts on budgeting, debt, credit, tax issues, retirement planning and real estate.

ONLINE RESOURCES

CompPsych’s GuidanceResources® Online offers email access to a guidance consultant, interactive tools and assessments, customized childcare and eldercare provider/facility look up, information regarding schools and colleges, attorney resource lookup, a link to create simple wills, financial planner lookup, crisis support and multimedia resources.

TRAINING

The State’s contract with ComPsych Corporation includes 20 hours of training. The training topics address issues such as parenting, older adult care, personal development, legal and financial, behavioral health and wellness, relationships and family. A training session schedule will be published by the Division of Human Resource Management (DHRM) in early 2012.

Orientation

CompPsych's GuidanceResources® will also be providing orientation sessions (both in-person and by webinar) to educate employees and supervisors on how to access EAP services and what services will be available. DHRM will provide further information once orientation sessions have been scheduled.

CRITICAL INCIDENT STRESS MANAGEMENT

Critical incident stress management (CISM) refers to crisis intervention services which can include education, briefings, debriefings, defusing, counseling and follow up. Crisis situations could include natural disasters, line of duty death, a colleague's suicide or any other significantly and overwhelming distressing event.

CISM services may be obtained by an appointing authority by contacting DHRM's EAP Coordinator at (775) 684-0111 or cphughes@admin.nv.gov. CISM services may not be accessed by contacting the EAP directly.

If you or your staff has any questions or encounters any difficulties in accessing these EAP services, you may contact Carrie Hughes at (775) 684-0111 or cphughes@dop.nv.gov.

TT:cph

cc: Employee representatives