

The Employee Assistance Program (EAP) is a personal counseling service provided as an employee benefit. Charles Nechtem Associates (CNA) has been contracted to provide your EAP services to help you manage work/life problems and achieve a healthy work/life balance. Think of EAP as your professional support system. Whatever your concern or worry might be, CNA counselors are here to help. Your EAP program is completely **confidential** and is a benefit for you and your eligible household members **fully paid** by Cumberland County.

Cumberland County EAP and Work/Life Services

1-3 Face-to-Face Session Model, Phone Counseling and Work/Life Services Include:

- **1-800-531-0200** Phone counseling services available 24 hours a day, 7 days a week, 365 days a year with immediate access to Master's and Ph.D. level clinicians without the use of hold or transfer services,
- Unlimited phone and e counseling for all employees and household members
- 1-3 Face-to-face counseling sessions for all employees and household members
- Provider network of over 100,000 social workers, psychologists and psychiatrists
- Immediate access to English, Spanish and French speaking therapists with other languages upon request
- *EAP can help with many concerns, such as:*
 - Anger Management
 - Anxiety/Panic/Stress
 - Depression
 - Grief
 - Marital/Relationship/Family
 - Phobias
 - PTSD
 - Substance Abuse
 - Suicidal Ideation
 - Workplace Violence
- *Work/Life assistance on a variety of topics including:*
 - Smoking Cessation
 - Stress Management
 - Creative Visualization
 - Alcohol /Substance Abuse
 - Meditation and Relaxation
 - Time Management
- *Financial Referral services on issues such as:*
 - Budgeting
 - Foreclosure
 - Bankruptcy
 - Credit Counsel
- *Legal Referral services on issues such as:*
 - Divorce
 - Child Support
 - Family Law
 - Wills and Probate
- *Child and Elder Care Referral services for assistance with:*
 - Adoption
 - Parenting and Childcare
 - Education and School Age Programs
 - Housing Options

Employee Assistance Program FAQ's

What can I expect when I call?

When you call the EAP phone line (800-531-0200) a CNA professional counselor will answer your call and immediately provide assistance. This is what you can expect:

- *The CNA counselor will begin by helping you sort out your problem or concern*
- *Then, the counselor will help you identify your options and guide, support and coach you in exploring ways to resolve the situation*
- *Finally, the counselor will help you develop a specific, concrete plan to solve your problem*
- *A live CNA counselor is available to you and your dependents 24 hours a day, 7 days a week, 365 days a year. You can also email inquiries@charlesnechtem.com*

I'd rather see a counselor near my home. How do I set up my face to face counseling sessions?

- *CNA professionals can refer you to a counselor near your home or workplace. Your company pre-pays for this service, so you pay nothing out-of-pocket.*
- *To set up face-to-face counseling sessions, simply call your EAP, anytime day or night, at 1-800-531-0200 and request to see a counselor.*
- *Cumberland County offers EAP benefits that cover the cost of up to 3 visits per issue to a therapist for you and your household member?*

How do I get EAP services?

It's easy. You can:

- **By Phone** - Call CNA anytime day or night at 1-800-531-0200
- **On Line** - E-mail CNA at inquiries@charlesnechtem.com
- **Text**- Website and Mobile APP

Why would I choose E-Counseling?

Some people find that e-counseling has the following advantages:

- You may feel freer to be yourself
- You may feel more comfortable connecting through your computer
- You may feel more comfortable writing about problems than talking about them
- Writing may help you to think through your problems and to feel your emotions
- Writing enhances your relationship with yourself
- You can fit emails into your schedule - anytime, day or night
- You can take as long as you want to write

Will my employer find out I've contacted the EAP?

No. There is no way for the Cumberland County HR Department or managers to know that you've contacted CNA. CNA EAP is completely confidential. None of your information will be shared with anyone except for these two exceptions, in which we must notify authorities in accordance with state laws:

- *If we believe that your life is in danger or you are putting someone else's life in danger*
- *We become aware of child or elder abuse*

How do I know if my problem is covered by EAP services?

- *Call the CNA EAP Line at 1-800-531-0200 to talk with a professional right away to determine if we can help*

Employee Assistance Program

1-800-531-0200

inquiries@charlesnechtem.com

