

WHAT IS AN EAP OR MAP?

EAP's and MAPS are employee/member assistance programs that are sponsored by an employer or union and are designed to assist employees or members in addressing personal problems that may be impacting work performance or life functioning. Family members are also covered under the LECSA plan.

WHAT KIND OF ASSISTANCE IS AVAILABLE ?

LECSA can help you deal with many personal issues including but not limited to: alcohol or other drug and addiction issues, depression, anxiety and other mental health concerns, grief/loss, bereavement, stress, marital issues, elder care, parenting, legal, financial matters, healthcare, housing and more.

HOW DOES IT WORK?

A covered worker initiates a request by calling the EAP/MAP office to speak with a specialist. All calls are strictly confidential. Sometimes the issue or matter can be handled over the phone or the member may prefer a referral to a community provider. Other times an in depth evaluation is indicated & the member & clinician may decide together that a face to face appointment is the best approach to take, and will schedule a time to meet.

LECSA also provides short-term counseling in our offices which is an option to be discussed between the client and our EAP specialists during their initial session.

CAN LECSA HELP ME?

More than likely we can, call the office and speak to an EAP specialist directly and together in confidence, you will decide the best approach to deal with your issue. Depending on the situation and mutual agreement a face to face evaluation may be scheduled. If a referral to an external provider is determined to be the most appropriate option LECSA will refer to those providers that are in your insurance network and in reasonable proximity to your home or worksite, based on your preferences. Your involvement in the EAP program is strictly confidential to maximize trust and confidence.

CAN I GET HELP WITHOUT CALLING?

LECSA offers a confidential email option on our web site. Click on the members only tab then enter user ID **EAP4ME** and password **Wellness** to submit a confidential question.

WHAT ABOUT MY FAMILY?

LECSA services are available to your family members. We are flexible in our definition of family and we will gladly accommodate any relative or loved one in need.

HOW ABOUT URGENT MATTERS?

In the event of an emergency LECSA staff are reachable during non-business hours. Our answering service will contact us in the event of an urgent matter & we will respond as quickly as possible. Calls are answered during evening and overnight hours and on weekends.

DOES LECSA PROVIDE SPECIALIZED SERVICES?

Yes all staff members are licensed social workers with certifications and or specialization in employee assistance including: **Certified Employee Assistance Professional (CEAP)**.

Alcohol/substance use: **Credentialed Alcohol and Substance Abuse Counselor (CASAC)**

We have staff authorized as **Impaired Driver** evaluation providers under the NY State Office of Alcoholism and Substance Abuse Services, **Impaired Driver System** who can conduct the court ordered alcohol/drug use evaluations for those with a DWI or impaired driving arrest.

All clinical staff are qualified **Substance Abuse Professionals (SAP)** able to conduct the required evaluations for those employees covered under the United States Department of Transportation (US DOT) Part 40 regulations for workers in safety sensitive positions. Employees who have a positive DOT alcohol or drug test cannot begin or return to safety sensitive work until they have completed the two part Substance Abuse Professional evaluation and are deemed to be in compliance with the SAP recommendations.

On staff we have specialists trained in the use of **Eye Movement Desensitization & Reprocessing (EMDR)** a highly effective specialized treatment protocol designed to effectively work with those impacted by trauma such as **Post Traumatic Stress Disorder** or other related issues. With EMDR dramatic results are common and participants are often restored to optimal functioning after just a few sessions.