



Child and Family Services

Employee Assistance Program

The three major reasons identified by most organizations for establishing an Employee Assistance Program (EAP) are *risk management, the impact of mental health and substance abuse problems on safety and productivity, and a genuine concern for the physical and emotional well-being of their employees.* The manager who is concerned about employee productivity is fully aware of the administrative and financial costs associated with the "problem employee". In general, the "problem employee" is usually identified because of a pattern of poor attendance, excessive tardiness, a decline in productivity or interpersonal conflicts with co-workers, customers, or clients. Very often, however, these "on-the-job" performance problems may be indirectly caused by "off-the-job" personal and/or family problems.

In view of the fact that employees' personal and family problems can certainly have a significant impact on the overall productivity and success of an organization, it has become critical for today's employer to utilize a pro-active approach for dealing with these concerns. As a means of ensuring employee stability and productivity, employers throughout the country have established Employee Assistance Programs.

In Western New York, many organizations have selected **Child & Family Services** as their preferred provider for EAP services. One of the oldest and largest family service agencies in the country, **Child & Family Services** is a private, non-profit multi-service agency which has provided counseling and other support services for families in Buffalo, New York and the surrounding suburbs for over 130 years.

Since 1981, **Child & Family Services** has provided one of the most cost-effective, comprehensive EAPs available to both private and public sector employers in the Western New York area. Currently, **Child & Family Services EAP** provides services to over 100 local employers, representing over 25,000 employees and their families.

As a comprehensive program, Child & Family Services' EAP can provide the following services for your organization:

- ✓ Training for supervisors regarding intervention strategies for the impaired employee
- ✓ Consultation regarding workplace policy issues
 - Drug-free workplace
 - Workplace violence
- ✓ Consultation regarding specific personnel concerns
- ✓ Short-term counseling and assessment/referral services for employees
Also available to employees' family members/"significant others" who reside with them)
- ✓ Work-Life *Consultation & Referral Services*
 - Eldercare
 - Alzheimer's Care
 - Childcare
 - Legal
 - Personal budgeting
- ✓ On-site wellness and personal enrichment seminars.
- ✓ On-line Health & Wellness resources (including Nutrition Consultation Services).
- ✓ Trauma Care Services (including on-site critical incident debriefing sessions).

For more information about services and fee structure, contact Child & Family Services-EAP.

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www.cfsbny.org/programs/eap