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Governor Charlie Crist

Secretary Linda H. South

MEMORANDUM

TO: Agency Personnel Officers

FROM:  David DiSalvo, Administrator
DMS People First Team

CC: Brian Andrew, Convergys
Cynthia Quinton, Horizon Health

DATE: February 17, 2009

RE: Horizon Health - Employee Assistance Program (EAP)

The purpose of this memorandum is to inform you of the services available to you and your managers and employees through the State's Employee Assistance Program (EAP) provided by Horizon Health.

The EAP is available to all State employees* and their household members. The EAP provides unlimited short-term counseling. There is no limit on the number of counseling sessions an individual can participate in, and there is no limit on the number of times a person can utilize the EAP services for different issues. (In some situations, the referred employee may need more specialized services or treatment to resolve their difficulty. The EAP consultant will assist in finding the most appropriate level of care for that employee that is either available under their health insurance benefit or through community resources. These types of services would be outside the scope of EAP, and would incur a cost to the employee either as a co-pay or out-of-pocket expense.)

The following EAP services are provided free of cost (through Convergys' contract with Horizon Health):

For Employees

- **Work/Life Services** - Provides assistance in finding child care, elder care, pet care, college information and resources, adoption information and resources, teen counseling resources, legal resources and financial counseling, etc.

*University employees, retirees, and other "benefits only" participants are not covered in this program.

We serve those who serve Florida.

- **Workforce Reduction Counseling** - Provides on-site counseling for affected employees about the EAP and community resources available, and provides guidance related to job loss. (EAP will extend benefits to those effected employees for 60 days from their final date of employment).
- **Access to EAP Counselors** – Employees (or their household members) can access the EAP through a 24-hour 800 number (800-860-2058) to speak with an EAP counselor.

For Management

- **Critical Incident Stress Management** - Provides on-site counseling for critical incidents that can or may arise in the workplace (e.g., death of a co-worker, threats of violence, or other types of tragedies that may affect the work unit).
- **Management Consultation** - Provides management counseling to deal with issues impacting work unit or an employee's inability to function effectively at work. Includes assistance in making supervisory referrals by calling the 24-hour 800 number (800-860-2058).
- **EAP Coordination Meetings** – Horizon Health will meet with agencies to discuss the EAP and how it can meet agency needs.

Horizon Health has posted EAP materials related to Reduction in Workforce on their website (www.floridaeap.com). These and other brochures and educational materials/posters are provided to you to assist with educating your employees and managers about the benefits of the EAP.

Should you have any questions, please feel free to contact Cynthia Quinton, Director of Account Management, Horizon Health. (Cynthia.quinton@horizonhealth.com, or 407-571-7625.)