

# EAP Facts

## It's easy to obtain help and guidance from the EAP!

Simply call the toll free number 800-343-3822 (or 512-328-1144 in Austin) anytime, 24 hours a day, 365 days a year, and ask to speak to one of our professionals. During the assessment, a counselor will discuss objectives and appropriate solutions to your problems.

## "I heard from a coworker that EAP services are free. Is this true?"

Yes! There are never any charges to participants for calls to the EAP. Fees for any additional help, which may be recommended, are usually based on what you can afford and in some cases may be covered by insurance or other benefits.

## "I was surprised to hear my EAP emphasize that my confidentiality is protected."

Your confidentiality is of extreme importance. Alliance Work Partners adheres to all applicable state and federal confidentiality laws. We strictly protect the right to privacy for all employees and their family members.

## "Is it true that our EAP can help with more than drug, alcohol or crisis situations?"

Yes! Your EAP is a resource for an array of personal and work-related concerns including skill development for personal growth. Counselors are available 24 hours a day, 365 days a year to help with any type of situation.

*Call us today; you might be surprised by all the things the EAP can assist you with in contributing to your overall quality of life.*

For further information or assistance, please call and ask to speak to a counselor.



alliance work partners

A Professional Service of  
Workers Assistance Program, Inc.  
[www.awpnow.com](http://www.awpnow.com)

Toll Free 800-343-3822

In Austin 512-328-1144

EAP Teen Line  
800-334-Teen (8336)

TDD 800-448-1823

Servicios en español disponibles.

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alliance work partners

Premium Workplace Services  
EAP and Wellness Solutions

Your Employee  
Assistance Program

Guidance and confidential  
counseling for you  
and your family

Toll Free 800-343-3822  
In Austin 512-328-1144

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## What is an EAP?

Ordinarily, it stands for Employee Assistance Program. But to those who have benefited from such a program, EAP invokes a somewhat different meaning:

### Encouragement...

### Action...

### Performance...

## Web-Based Interactive Assistance

HelpNet, your customized EAP website, is a convenient, online service that makes your life easier through accessible services available wherever you go. Obtain your online username and password by calling 800-343-3822 (or 512-328-1144 in Austin).

## Legal & Financial Assistance

We all need legal and financial assistance from time to time. You may need to consult an attorney about a will or a real estate transaction. LawAccess offers you a network of thousands of legal and financial specialists, licensed lawyers, CPAs, and certified dispute mediators to meet these needs. Our network covers all 50 states,

Canada, and Puerto Rico.



An EAP provides valuable services at no cost to employees and their families in the form of short-term counseling, legal and financial consultations, and convenient web-based services. In addition, an EAP can provide referrals and resources on a number of work / life topics including but not limited to child and elder care, health and well-being, and work and personal-related issues.

## Counseling and Referrals

Alliance Work Partners (AWP) understands the constant interplay between problems on and off the job. AWP can help with issues related to:

- Job performance
- Marital difficulties
- Family issues
- Communication skills
- Managing depression & anxiety
- Child and elder care resources
- Parenting support
- Anger management
- Legal and financial issues
- Grief and bereavement
- Self-improvement plans
- Stress management
- Personal concerns
- Career management
- Substance abuse
- Urgent/Crisis Callers

● **Legal Issues:** You can receive a free legal consultation by phone or in person with a licensed attorney or legal representative with a specialization in your area of concern.

● **Financial Issues:** You can consult with financial specialists, financial planners and licensed CPAs on issues ranging from federal income tax preparation to investment strategies.

● **Online Resource Center:** An extensive library containing articles, legal forms, online calculators and more is available at [www.alliancewp.com](http://www.alliancewp.com).

● **Library of topical information** - Articles, tip sheets, and interactive tools are available to assist you in reaching your goals.

● **Self assessments** - Designed to provide you with an objective appraisal and an opportunity for self-exploration, these 10-40 minute online sessions range in topic from health risks, fitness, and goal setting, to relationship satisfaction, career motivation, and emotional well-being.

● **Resource databases** - Online Comprehensive locators and resources for child care, elder care, pet care, counselors and physicians; education programs and summer camps, volunteer opportunities, financial and daily living calculators, training seminars for employees and supervisors, interactive programs with professionals, bulletin boards, etc.

● **Online access** - For referral and benefit information visit our website and click on the HelpNet icon. For login information, please contact Alliance Work Partners at 800-343-3822 (or 512-328-1144 in Austin).

● **Urgent/Crisis Calls** - Same day appointments available for urgent/crisis callers, or facilitation of immediate hospitalization.