

# The State of Wisconsin Employee Assistance Program

## Introduction

The Employee Assistance Program (EAP) provides State of Wisconsin employees and their household family members with free, confidential support 24 hours a day, seven days a week, for a variety of concerns.

The State of Wisconsin partners with Acentra Health to provide the EAP benefit to all state employees, UW system employees, and their household family members.

## Eligibility

All State of Wisconsin employees, their household family members, UW system employees (excluding UW Madison), and their household family members are eligible for EAP services. Employees and their families may continue to utilize EAP services for 12 months after leaving employment with the State or UW System for any reason.

## Employee Cost

Each state/UW employer pays the total cost of EAP services. Employees are not required to make any payment for services provided by the EAP.

## What the EAP Covers

- **Dedicated Helpline:** Access to master's level EAP counselors, 24 hours a day, seven days a week, for confidential support, referrals, and connection to resources.
- **Short-term Counseling:** Counseling is available in-person or virtually for employees and family members, **up to 8 sessions per issue per year**. The EAP provides personal consultation services to assist you and your family members in resolving a range of topics, including but not limited to:
  - Work-related stress
  - Communication issues
  - Marital and family conflicts
  - Domestic violence
  - Depression and anxiety
  - Substance use
  - Parenting
  - Legal and financial concerns
  - Grief and loss
  - Dependent care
  - Gambling
  - Anger management

The services are intended to be short-term in nature. If the EAP intake counselor or affiliate provider feels your concerns are out of the scope of the EAP, assistance will be provided to connect you with appropriate resources.

- **Management and Organizational Services:** The EAP's Management Services Team (MST) provides unlimited telephonic consultations to leadership to help develop solutions to complex individual and team issues. MST offers guidance on reducing conflict, increasing productivity, decreasing attendance issues, and managing personal issues that may affect one's work performance. Additionally, on an organizational level, MST can support and provide guidance for workplace trauma and other critical incidents. These services are available 24/7.
- **Financial Services:** Sometimes, we don't know where to start when we have financial issues or questions. Reach out to the EAP for a free 30-minute phone consultation with a financial expert. Additional information on budgeting, debt management, and getting ready for retirement can be found on the EAP web portal ([sowi.mylifeexpert.com](https://sowi.mylifeexpert.com), code SOWI) .
- **Legal Services:** Legal concerns can be stressful and costly, often resulting in lost work time. Reach out to the EAP for a referral for a free 30-minute consultation with a lawyer for any issue (excluding work-related issues). After the 30 minutes, you will receive a 25% discount for additional time and services. General legal information and forms, including a simple will form, can be found at [sowi.mylifeexpert.com](https://sowi.mylifeexpert.com).
- **Childcare support and resources:** The EAP can aid those looking to adopt, have a baby, need assistance finding childcare options, or those seeking resources for special needs.
- **Eldercare support and resources:** The EAP helps those seeking support and resources for older adults. It can provide guidance on Medicare, Medicaid, home health services, community resources, and much more.
- **Convenience Services:** The EAP provides access to Work/Life Consultants who act as personal concierge and can help you alleviate stress when you don't have time to do the legwork yourself. Whether you need help with home repairs, finding someone to walk your dog, or even travel planning, moving or relocation services, wellness, or education planning, the EAP can help!
- **Web Resources:** The EAP web portal is your online resource, available when you need it. The website provides you and your family with tools and information to address life's pressing concerns. You will find webinars, topics of interest, and videos on many life issues. Additionally, you can access calculators and resources for childcare, eldercare, health issues, and financial information. Live chat with an EAP counselor is also available 24 hours a day, seven days a week for in the moment support and referrals.
- **Mobile App:** The Acentra Connect mobile app is designed to offer EAP resources right at your fingertips. The app features the ability to direct dial the EAP and offers the same live chat with

an EAP counselor that is available via the website. The app is available for download in the Apple App store and the Google Play Store.

- **Limitations:** The EAP is not intended for long-term counseling needs, diagnosis, psychological testing or other psychiatric services, medical care, court or work-mandated counseling or evaluations, guidance on retaliation against the employer, counseling past 6 sessions per issue, per year,

## Accessing EAP Services

**By phone:** The EAP is available 24 hours a day, seven days a week, on the dedicated, toll-free number 1(833) 539-7285.

**Visit the web portal:** Employees and household family members can also access information and resources via the EAP website: <https://sowi.mylifeexpert.com>, code: SOWI.

**Download the mobile App:** Acentra Connect is available via the Apple app store and Google Play Store. Use code SOWI to get started.

## Confidentiality

Confidentiality is the cornerstone of the EAP. What is shared with the EAP is held in the strictest confidence and not shared without your written consent, except in the specific instances required or permitted by law (court orders, imminent threat of harm to self or others, or in situations of child or elder abuse). In those cases, EAP Consultants are required by law to notify the parties necessary to ensure safety.

## Complaint Procedures

If you have any complaints or concerns about services under the EAP, you should contact the Division of Personnel Management at [doaeaprogram@wisconsin.gov](mailto:doaeaprogram@wisconsin.gov).

## EAP Program Administration

The EAP is administered by Acentra Health and managed by the Wisconsin Department of Administration, Bureau of Equity and Inclusion.

## Effective Date

January 1, 2021

## Questions

If you have any questions about the EAP, please contact the Enterprise Wellness and EAP Coordinator at [doaeaprogram@wisconsin.gov](mailto:doaeaprogram@wisconsin.gov).