RODERICK L. BREMBY
Commissioner

STATE OF CONNECTICUT

DEPARTMENT OF SOCIAL SERVICES

OFFICE OF THE COMMISSIONER

TELEPHONE
(860) 424-5053

TDD/TTY
1-800-842-4524

FAX
(860) 424-5057

EMAIL
commis.dss@ct.gov

EMPLOYEE & FAMILY ASSISTANCE PROGRAM (EAP) POLICY STATEMENT

The Department of Social Services (DSS) is committed to providing the necessary services to assist employees in the identification and resolution of personal problems. To meet this objective an Employee and Family Assistance Program (EAP) has been established. The objective of the EAP is to reduce problems in the work force and to retain valued employees.

It is recognized that problems of a personal nature, not directly associated with an employee's job, can have an adverse effect on job performance. Early identification and intervention results in less intensive treatment and lower medical costs, benefiting both the employee and the employer resulting in fewer disruptions in the employee's work and personal life.

All aspects of a person's EAP interactions are handled in a confidential manner within the limits of the law. The program offers assistance in dealing with a wide range of emotional and behavioral problems such as family/marital concerns, financial difficulties, and drug/alcohol related issues and other personal problems. The program provides assessment, brief counseling, referral when necessary, and follow-up services.

These services are provided at no cost to the employee. Costs incurred for services offered outside the EAP are the responsibility of the employee, although many are covered by insurance.

The program is available on a self-referral basis to all employees and their families, regardless of the employee's job title or responsibilities. If employees or family members have personal problems that may benefit from assistance, they are encouraged to use the program. We particularly encourage employees to seek assistance if they believe that personal problems are causing unsatisfactory job performance.

Participation in the program will not jeopardize an employee's present job, future employment or career advancement.

The presence of a personal problem is not justification for lowering performance standards. If performance problems persist, the employee is subject to normal corrective procedures and disciplinary action, though services of the EAP will continue to be offered.

25 SIGOURNEY STREET • HARTFORD, CONNECTICUT 06106-5033
An Equal Opportunity / Affirmative Action Employer
Printed on Recycled or Recovered Paper
www.ct.gov/dss

Management has a genuine concern for improving employee performance through reducing personal problems that may affect employees on the job. All levels of management are therefore responsible for using this program to assist in resolving job performance problems.

Solutions is the Department of Social Services' Employee and Family Assistance Program provider. Solutions may be found on-line at www.solutions-eap.com. To make a confidential appointment, Solutions may be contacted directly by telephoning (800) 526-3485. Persons with a hearing or speech disability may call (800) 842-9710 or 711 to reach Relay CT; ask to be connected to Solutions' telephone number: (800) 526-3485. This is a free service.

If you have any questions or if you need help with any aspect of the program, contact the Affirmative Action Division at (860) 424-5040.

Roderick L. Bremby
Commissioner
March 31, 2014