

**San Francisco  
Health Service System  
Employee Assistance Program  
An Internal EAP**

# City & County of San Francisco - EAP Staffing

## **INTERNAL EAP – Serving Approximately 45,000 Employees + Significant Others 18 Years of Age and Older**

- Three full-time licensed MFT's with varying education/certifications
  - CEAP - *Certified Employee Assistance Professional*
  - SAP – *Substance Abuse Professional*
  - Mediation
  - Business Administration & Consulting
  - Trauma Response
  - Career Counseling

## **EXTERNAL EAP – Department Specific Contracts**

- San Francisco Municipal Transportation Authority – *Claremont EAP*
- SFPD – *Managed Health Network*
- Others

## **PEER SUPPORT - Lay (Peer) Counseling Services**

- First Responders and MTA

## **CLINICAL SERVICES – FREE, CONFIDENTIAL & VOLUNTARY**

- Individual & Couple Counseling – *Work & Personal Problems*
- Assessment & Referral – *Health Plans, Community, Legal, Financial, Union, Workers Comp., Human Resources, EEO, Employee Relations*
- Assistance & Advocacy - *Navigating mental health benefits*

## **ORGANIZATIONAL SERVICES**

- Management Consultation & Coaching
- Critical Incident/Disruptive Event Response
  - Collaboration with other departments
  - Follow-up
- Mediation
- Workshops Development & Implementation
  - Leadership Focused
  - Employee Focused
- Training – CPI Non-Violent Crisis Intervention
- Disaster Response

# Outreach & Promotion of EAP Services

- **SFHSS Website** – Comprehensive EAP web pages for employees & leadership staff which includes resources, information and FAQ's
- **EAP 101 For Leadership** - Overview of EAP services available to leadership & staff; how to access; psychological first aid
- **New Hire Orientations**
- **“We’re Here for You” Campaign** – Posters, flyers, city-wide emails, slide deck & flyers for department meetings - launched in 2017
- **Information Tabling** – Open enrollment, flu clinics, health fairs
- **Well-Being Champion Network** – Campaign & workshop promotion
- **DPO Network** - Presentations and promotional emails
- **SFHSS eNews** – Advertisement of services

# Coordination & Challenges

## COORDINATION WITH HEALTH PLANS

- **Established EAP Liaison Relationships**
  - Health plan specific
  - Provide direct and indirect assistance to members seeking mental health services
  - Consult with EAP on how to help members access care
  - Bi-Annual liaison meetings to coordinate, communicate updates & discuss problem areas

## CHALLENGES AND BARRIERS

- **Network Referrals**
  - Reimbursement
  - Quality of service
  - Professional standards
- **Education to Reduce the Stigma**
  - Understanding Mental Health and Illness
  - Accessing Mental Health Services