

## The COR Employee Assistance Program

### What is an Employee Assistance Program?

Employee assistance programs (EAPs) are based on a simple premise. When employees or their family members are struggling with problems or stressful situations in their personal lives, these problems often have a negative impact in the workplace. It is in the employer's best interest to provide resources that can help employees resolve personal or family problems that might affect their work. The City of Richardson contracts with *Neighborhood Youth and Family Counseling of Richardson (NYFC)*, an independent non-profit counseling agency to provide EAP services.

### All counseling is confidential and provided by licensed professionals.

Clients are assigned a case number and all billing to the City for sessions is by

case number. Your Human Resources department understands that in order for this program to be most effective, confidentiality must be respected.

*Personal counseling information is not part of the employee's personnel file.*

Names of clients are not released to Human Resources or any other City employee.

### NYFC provides outpatient counseling for issues such as:

- Substance Abuse
- Relationship/Marital Issues
- Work-related Stress
- Depression
- Anxiety
- Sexual Abuse
- Child Abuse
- Parenting
- Play Therapy
- Domestic/Family Violence
- Attention Deficit Disorder
- Truancy

- Divorce and Stepfamily Adjustment
- Defiant Adolescents
- Coaching and Wellness

Counselors through *NYFC* are licensed through the Texas State Department of Health as Professional Counselors, Marriage and Family Therapists, and Masters Level Social Workers. *NYFC* staff can assist with referrals to CORPLAN/Great West network psychiatrists or intensive programs for medication evaluation or additional treatment as needed.

### How do employees or family members get to an EAP counselor?

Employees who would like information about counseling may call **972-744-4858**. Identify yourself as a City of Richardson employee. You will be asked a few general questions such as 1) what issues are concerning you; 2) for whom are you seeking counseling (self, child, marital); and 3) what days and times you are available to come. A

counselor will call you within a day or two to schedule your initial appointment, unless you indicate there is an emergency or urgent need to see a counselor immediately.

**How much does it cost?**

City employees receive the *initial visit at no charge then pay a \$20 co-pay per 50-minute session*. NYFC staff can assist with referrals to OneHealth network psychiatrists for medication evaluation or additional treatment as needed. Clients can see counselors at our main office behind the Richardson Police Department or off-site. Convenient evening, day or Saturday morning appointments are available.

For more information contact:

**Debbie Walsh, M.A.**  
Executive Director

**NYFC**  
972-744-4858

**Neighborhood Youth and Family Counseling of Richardson, Inc.**

**Physical Address:**

312 E. Tyler Street  
Richardson, TX  
75081

*Enter through the Richardson Police Department parking lot, off Beltline Road*

(We are in a converted house with special parking for clients)

**Mailing Address:**

P.O. Box 831078  
Richardson, TX 75083-1078

Fax: 972-744-5988

**Weekday, evening and Saturday appointments are available and can be made by calling**

**NYFC**  
**972-744-4858**

**City of Richardson**

**Employee Assistance Program**

**Provided by:**

**Neighborhood Youth and Family Counseling of Richardson, Inc.**

*A non-profit agency providing quality, affordable and professional counseling services to the Richardson community*

**P.O. Box 831078  
Richardson, TX  
75083-1078**

**972-744-4858**