





IMPORTANT INFORMATION FOR CITY EMPLOYEES ON MENTAL HEALTH SERVICES

The Employee Assistance Programs (EAP), THRIVE NYC, and WorkWell NYC want to remind you of the robust and comprehensive mental health and substance misuse programs available to all employees of the City of New York.

Employee Assistance Program (EAP)

The City offers employees and their dependents **free and confidential** services through a network of Employee Assistance Programs (EAP). The NYC EAP provides services to the City of New York non-uniform Mayoral agencies, NYC Department of Corrections, New York City Housing Authority and NYC Health + Hospitals. Employees who are not covered by the NYC EAP can receive services from either their agency or union EAP. A listing of the other EAPs is below. Accessing these services is completely confidential and information will not be given to your employer or affect your job status.

NYC EAP covers more than just substance misuse. Some of their other key services include:

- Mental Health
- Job Related Issues
- Family Issues
- Environmental/Situational Issues
- Substance Misuse
- Job Performance

The NYC EAP, staffed by NYS licensed master-level social workers and mental health counselors, can offer employees:

- Individual interviews to assess and evaluate the nature and scope of problems
- Assessment to study the effects of childhood trauma on adult mental and physical being, and to connect EAP clients with appropriate services
- Crisis counseling
- Referral to treatment and/or other problem-solving resources including integrated trauma-informed programs at top hospitals
- Periodic follow-up with employee and referral agency
- Visits to employees injured on the job, and serving as the contact person for family members

In addition, the NYC EAP provides services to City agencies, including worksite bereavement groups and informational seminars, supervisory training and consultation and psychological first aid when there is a traumatic event at the worksite or community.

Office Hours and Availability

The NYC EAP's office, located at 250 Broadway, 28th Floor, New York, is open Monday-Friday from 8 a.m. to 7 p.m. EAP counselors can be reached at (212) 306-7660. Phone interviews are also available on Saturdays, from 10 a.m. to 6 p.m. In addition, the EAP has arranged with hospitals in each borough to have an EAP staff counselor on-site once a week until 7 p.m.

Health Plans

All health plans offered through the City provide extensive mental health and substance misuse coverage for both outpatient and inpatient treatment with very modest copays. All mental health benefits are provided at the same cost to the employee as the medical and hospital coverage in those plans. The table below details that coverage for the plans that cover most City employees.

| PLAN/Service | Mental Health/Substance Misuse | Mental Health/Substance Misuse |
|-------------------|-------------------------------------|--|
| | Outpatient | Inpatient |
| EmblemHealth/ CBP | \$0 copay: Preferred Providers | \$300 copay per admit and |
| | \$15 copay: Participating Providers | \$750 max copay per calendar year |
| HIP HMO | \$0 copay: Preferred Providers | \$100 copay pay per continuous confinement |
| | \$10 copay: Prime Providers | |

City Employee Assistance Programs

Agency EAPs

Department of Sanitation Employee Assistance Unit (212) 437-4867

NYC Health + Hospitals
NYC Employee Assistance Program
(NYC EAP)
(212) 306-7660 or email eap@olr.nyc.gov

NYC Housing Authority
NYC Employee Assistance Program
(NYC EAP)
(212) 306-7660 or email eap@olr.nyc.gov

Corrections DepartmentCare Unit

(718) 546-CARE (2273)

NYC Employee Assistance Program (NYC EAP - Counseling Services) (212) 306-7660 or email eap@olr.nyc.gov

NYC Fire Department Counseling Services Unit (212) 570-1693

NYC Agencies (Non-Uniform) NYC Employee Assistance Program (NYC EAP) (212) 306-7660 or email eap@olr.nyc.gov

NYC Police Department Counseling Unit (718) 834-8816

Union EAPs

DC 37 Health & Security Personal Services Unit (212) 815-1250

Unified Federation of Teachers Member Assistance Program (212) 701-9411 NYC Police Organization Providing Peer Assistance (POPPA) (212) 298-9111

Resources

Services for Substance Use Problems

Like other parts of the country, NYC is experiencing an increase in opioid-related overdose deaths. The NYC Department of Health and Mental Hygiene (DOHMH) has information and links to where to find help for opioid addiction, including treatment, harm reduction services, and the emergency medication, naloxone, which can be carried and administered by laypeople to revive someone who is overdosing. Information on resources from DOHMH and other agencies and organizations can be found at the links below.

- New York City Department of Health and Mental Hygiene at www.nyc.gov/health, search "alcohol & drugs"
- NYS Office of Alcoholism & Substance Abuse Services at www.oasas.ny.gov or 212-647-1680 or 212-870-3400
- SAMHSA National Clearinghouse for Alcohol and Drug Information at www.samhsa.gov
- Inter-group Association of Alcoholics Anonymous of NY (intergroup) at (212) 647-1680 or (212) 870-3400 or www.nyintergroup.org
- Al-Anon Infocenter at (800) 344-2666 or www.al-anon.org
- Narcotics Anonymous at (212) 929-6262
- Pills Anonymous at (212) 874-0700

Healthier Living

Information and resources on mental wellness can be found at the links below.

- Department of Health & Mental Hygiene www.nyc.gov/health
- Stress Management www.stresstips.com
- Mindtools www.mindtools.com