

Educator Assistance Program (EAP) Frequently Asked Questions

p: 1-866-255-WECA (9322) | supportlinc.com

What is SupportLinc?

SupportLinc is a free, confidential benefit for employees and their immediate family members to assist with a wide range of personal and professional concerns.

Why would someone need SupportLinc?

We all experience stress in our lives related to family and relationships, work-life balance, substance abuse or mental health concerns like anxiety and depression. It can be helpful to have a professional to turn to for guidance, support, resources and referrals that we might not come across on our own.

What happens when I call the program?

When you contact SupportLinc, you'll speak directly to a licensed counselor. The intake process will include an experienced clinician gathering information about you and the nature of your concern. The counselor will then coordinate the most appropriate resources that best meet your needs. These resources can include scheduling short-term counseling with a local provider, work-life resources and/or referrals or help finding treatment providers through your health insurance plan, if you have one.

When will I receive my counseling referral?

After your intake, SupportLinc will identify an appropriate counselor to meet your needs. SupportLinc will always confirm that the provider meets your needs and is within your insurance network, if you have one, just in case longer term care is needed. For routine referrals, this process typically takes no longer than one to two business days. SupportLinc is always available around-the-clock for immediate support.

Is SupportLinc confidential?

Yes! No one, including your employer, will know that you have used SupportLinc services. Exceptions to confidentiality may apply by law if there are concerns regarding your safety or the safety of others.

How much does it cost to use the program?

There is no cost to you or your immediate family members to use the SupportLinc program. If services beyond the program are needed, the SupportLinc counselor will provide referrals based on coverage through your health insurance plan, if you have one, or other cost-effective resources in your community.

FAQs for WEESN-enrolled programs

I signed up online for the EAP. What do I do next?

When you have accessed the portal, you'll be able to look at the orientation video and explore all the available services, including toolkits, a savings center (one director recently saved 35% on a rental car), and many wellness options.

Additionally, you can call SupportLinc directly at **866-255-WECA (9322)**. When you call, you'll speak to a Care Advocate staff member, who will refer you to the appropriate support services—mental health counseling, health and wellness coaching, financial or legal consultation and more! This person will help you make an appointment with these experts within days.

Who can use the EAP?

The EAP is offered to people connected to a WEESN-enrolled child care program. This includes:

- Family child care owners and employees and group center directors and staff, including non-educators such as cooks, bus drivers, bookkeepers, maintenance staff, etc., *plus*
 - all family members of the participants above, including children up to age 26 (whether they live with the child care professional or not)
 - all household members (whether related to the child care professional or not)

How should I share this with my family/household members and employees?

If you are an owner/director of a WEESN-enrolled program, you may have received materials about the EAP in mid-January 2023. If you did not receive them, please contact: EAPWEESN@wisconsinearlychildhood.org.

Here are some tips to introduce this service to all eligible participants:

- Add a discussion of the EAP benefits to your next staff meeting.
- Display the [EAP poster](#) in a visible location.
- Encourage participants to attend an EAP Tour lead by WEESN – consult our website for more details.

I can't find the log-in code.

The code is available to all WEESN-enrolled programs and their eligible participants. Please contact EAPWEESN@wisconsinearlychildhood.org if you are not able to find your code.

I'm not in a WEESN program. How can I access this service?

Signing up for WEESN is easy and FREE. Click here for the [Tier 1 Membership Form](#) to get access to the EAP and many other free services offered by WEESN.

How many sessions and consultations do I get?

Our EAP offers each member:

- Five counseling sessions, **per issue**, per year
- One 30-minute legal consultation, **per issue**
- One 30-minute financial consultation, **per issue**
- Five weeks of TextCoach, **per issue**, per year
- Unlimited health and wellness coaching

What happens if I need more help than the number of sessions offered?

SupportLinc will help you establish care with a counselor who is accepted by your insurance, if you have it. If services beyond the program are needed, the SupportLinc counselor will provide referrals based on coverage through your health insurance plan or other cost-effective resources in your community. The referrals include checking whether the person is accepting new patients

What is Animo?

Animo is a digital behavioral health platform that provides resources to help improve your emotional fitness and well-being. The platform is built on the framework of Cognitive Behavioral Therapy (CBT) and is based on the simple idea that what you think determines your feelings and your behavior. It helps people manage problems like anxiety, depression and stress in a results-oriented manner by breaking the concern(s) down into smaller parts and addressing them individually.

What is EmpowerLinc?

EmpowerLinc provides a suite of wellness resources including unlimited health coaching, on-demand videos, and much more.

If you have questions about WEESN and the EAP, please contact us at EAPWEESN@wisconsinearlychildhood.org. If you have EAP-specific questions, contact SupportLinc directly at 866-255-WECA (9322).