

## About Catholic Charities

Catholic Charities has been providing professional mental health counseling since 1962 and is accredited by the *Council of Accreditation of Services to Families and Children* (COA), the largest mental health and human service accrediting organization in North America.) Our counselors have master's degrees and an average of 18 years experience. Service providers at Catholic Charities are experienced in many areas of practice and can help clients in addressing a wide array of concerns. A unique aspect of the service is the opportunity to focus on spirituality as a part of the process of healing and help.

*Ask questions or resolve EAP difficulties by calling Cindy Dixon, Intake Coordinator, at (859) 581 8975 ext. 138, or email at [cdixon@covingtoncharities.org](mailto:cdixon@covingtoncharities.org)*



Call our Intake Department at **(859) 581 8974** or toll free at **(866) 440 9612** to schedule an appointment.

**Catholic Charities is located at  
3629 Church Street, Covington, KY**



**For our full range of  
services visit us at  
[www.covingtoncharities.org](http://www.covingtoncharities.org)**

### **Adoption & Pregnancy Counseling**

*Supportive assistance; counseling;  
placement; follow-up services;  
support groups*

### **Community Building**

*Technical help for groups seeking  
solutions to community needs*

### **Housing Support**

*Pre and post-purchase counseling;  
Budget Counseling; Loss Mitigation*

### **New Leaf Parent Child Center**

*parent support programs*

### **Parish Kitchen**

*A hot meal 365 days a year*

### **Substance Abuse Counseling**

*Intervention services in schools;  
agency based counseling*

### **The Jail Ministry**

*Service that meet the needs of people who  
are incarcerated, their families  
and victims*

### **Therapeutic Counseling**

*Available to individuals, families and  
children*

### **Youth Development**

*Services which instill self-worth and  
social values in youth*

### **Intake and Referral**

*Information regarding community  
resources*



# **Diocesan Employee Assistance Program (EAP)**



**Catholic  
Charities**  
Diocese of Covington

*Providing Help, Creating Hope*

## Employee Assistance Program

## Cost and Terms of Service

## Referral Process

An Employee Assistance Program (EAP) is now being offered to all employees of the Diocese of Covington in offices and schools providing the diocesan health care plan (the Plan.) This coverage extends to employees of these organizations whether or not they participate in the Plan. Spouses and dependents of diocesan employees who are enrolled in the Plan are also eligible for EAP services.

**Catholic Charities of the Diocese of Covington is the approved provider of covered EAP services.**

The EAP is intended to help diocesan employees and their covered dependents in managing personal or family problems that might adversely impact their health, well-being and/or work performance. Services include assessment and short-term counseling and referral services for employees and their covered household members.

The issues for which the diocesan EAP will provide support include

- substance abuse
- emotional distress;
- major life events;
- health care concerns;
- financial concerns;
- family/personal relationship issues;
- parenting issues
- work relationship issues;
- concerns about aging parents;
- referrals to more intensive psychiatric services;
- other related issues within the scope of services of Catholic Charities of the Diocese of Covington.

- The service will be provided to the employee and covered dependents at no cost for up to six sessions.
- EAP beneficiaries are entitled to a maximum of six sessions of service per six month period.
- In cases where employees who are required to receive services by their supervisors need more than six sessions in a six month period, authorization must be granted by the department director, principal or employer representative
- Should EAP beneficiaries need or desire further service, they will be charged according to the agency's sliding fee scale.
- Missed appointments not cancelled in a timely fashion or without good cause will be charged directly to the client.

*Strict confidentiality is maintained in accordance with federal the Health Insurance Portability and Accountability Act (HIPAA) and professional ethical standards.*

- Service providers at Catholic Charities will provide information to supervisors only with the written permission of the client.
- In some cases supervisors may require a release in order to assure themselves that employees are making diligent efforts to benefit from the service.

**Self Referrals:** In order to receive services employees or covered dependents may call the agency's main number (859) 581-8974 and ask to speak to the intake worker. If the intake worker is speaking with other service applicants at the time of the call, a message may be left on a confidential voice mail system. The call will be returned within the four business hours or on the following business day should the call come in after noon. Applicant will identify themselves as member of the EAP and will be given instructions by the intake worker as to the next steps in establishing an appointment.

**Supervisory Referrals:** Supervisors making referrals use the process above and, after stating the purpose for the referral to the intake worker and establishing the parameters for reporting back on the employee's progress, instruct the employee to call (859) 581-8974 and ask to for the intake worker to "schedule an EAP appointment." (*Intake workers operate under the strictest rules of confidentiality.*)

## Scheduling Appointments

### Time Frame:

Appointments will be scheduled within one week (five business days, holidays excluded)

### The First Appointment:

Applicants will arrive with proper identification (demonstrating their diocesan employment status) 30 minutes prior to the first appointment to completed application process.