Employee Assistance Program

ADMINISTERED BY CONCERN

You and your family members are covered by an Employee Assistance Program (EAP) provided by the County. This program, called CONCERN, is entirely voluntary and confidential.

CONCERN is a full service EAP provider based locally in Mountain View and has earned a reputation for quick and easy access to licensed clinical providers, specialized training, and comprehensive work/life resources and referrals.

OVERVIEW OF THE EMPLOYEE ASSISTANCE PROGRAM

The County's EAP Program is an essential component of the County's work-life benefit, offering work-life assistance to our employees and family members. Personalized consultations, resources and referrals are available at no cost for a wide range of needs that include:

Confidential individual counseling around stress management, grief and loss as well as family, couple and relationship counseling
- 5 face to face sessions per person per incident per year
- 10 substance abuse consultations per year

Concierge services—resources and referrals for home repair and construction, housecleaners, apartments and moving services, etc.
- Financial and legal assistance
- Eldercare resources
- Parenting and Childcare resources

LifeAdviser (Concern’s online resource center) - provides 24/7 immediate access to a wealth of information, education and skill building tools, including streaming videos and short 30-minute courses on Personal and Professional Development.

Resiliency Hub - an environment for building resilience through toolkits, articles, and apps, not to merely recover from stress, but to harness it for personal growth.

CONCERN services are accessible 24-hours a day, 365 days-a-year nationwide
(800) 344-4222

www.concern-eap.com
Company code: smcgov

Questions? Contact Benefits Division: 650-363-1919 or benefits@smcgov.org