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APS Healthcare Employee Assistance Program (EAP)

APS Healthcare is MCCC'D's carrier for the Employee Assistance Program. The professional staff of APS Healthcare's EAP has been providing counseling and consultation for local, state, and national businesses and organizations since 1977.

Anyone might have problems or difficulties which can adversely affect personal lives and effectiveness on the job. MCCC'D recognizes this and cares enough to provide readily available help. Most difficulties we face can effectively be resolved with professional guidance.

How to Access EAP

You can access APS Healthcare's EAP 24 hours a day by calling: **602-274-1401**

Outside Maricopa County call: **1-800-327-2384**

Visit their Web-based resources: **APSHelpLink.com**

Confidentiality

Services offered by APS Healthcare's EAP are confidential. However, if you desire, you may waive confidentiality by signing a Release of Information.

Eligibility

All benefits-eligible employees and their immediate family members may use EAP, including children living at home or full-time students up to 21 years of age.

Services

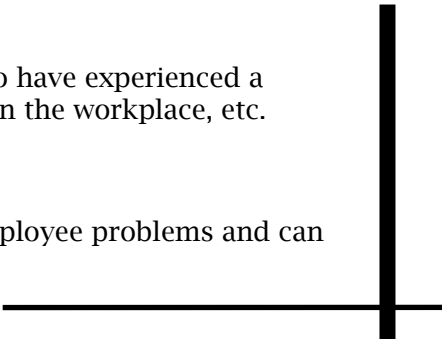
- ❖ Ten (10) counseling sessions per problem per year for each employee and their dependents.
- ❖ Annual Orientation and Mailings to All Employees
- ❖ Unlimited Assessment and Referral
- ❖ 24 Hour, Emergency Coverage
- ❖ Supervisory Consultation
- ❖ Unlimited Critical Incident Debriefings
- ❖ Legal and Financial Services

Critical Incident

Critical Incident Debriefing is provided for individuals and/or teams who have experienced a traumatic event such as: robbery, death of a co-worker, acts of violence in the workplace, etc.

Supervisory Consultation

This service is available to assist supervisors in dealing with difficult employee problems and can be provided by telephone or in person when requested.





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Legal Services

APS Healthcare offers both free consultations and discounted legal referrals. We answer basic questions and simplify the process of obtaining legal help.

Financial Services

APS Healthcare provides telephonic consultations free of charge to employees and family members. The financial consultant will review the client's financial history, assess the current situation and problem solve with the client to develop a resolution strategy.

Solution Areas

Self-assessment tools help you determine the severity of problems and provide information and links within and outside of APS to help deal with issues more effectively.

Building Skills

Offers tools and learning exercises to help people understand and copy with problems or challenges.

Bridge to Change

Powerful self-help, interactive tools that guide you through the steps to build and reach goals and make life changes.

Locations

APS Healthcare has three staffed offices in the metropolitan Phoenix area and a large network of contracted providers who can be accessed at their offices.

Central Phoenix

APS Healthcare
3030 N. Central Ave., Suite 1203
Phoenix, AZ 85012

Northwest Phoenix

APS Healthcare
11024 N. 28th Drive, Suite 200
Phoenix, AZ 85069

Tempe

APS Healthcare
4635 S. Lakeshore Drive, Suite 112
Tempe, AZ 85282

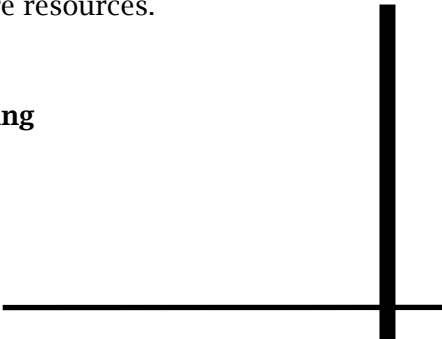
Resources and Referrals

ASP Healthcare also offers MCCCDC a multitude of Resources and Referrals on various topics. Here is a sampling of some of them. Please contact the Benefit Office for more resources.

Counseling: Sliding Fee Scale

A New Perspective Counseling
11000 N. Scottsdale Rd.
Scottsdale, AZ 85254
(480)607-9463

Arizona Interfaith Counseling
461 N. Gilbert Rd.
Mesa, AZ 85213
(480)969-2783





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Child Care Assistance

Alphabet Kids Play House
6503 E. 5th St.
Scottsdale, AZ 85251
(480)429-3889

Big Brother Big Sisters of Central Arizona
1010 E. McDowell, #400
Phoenix, AZ 85006
(602)264-9254

Boys and Girls Club of the East Valley
221 W. 6th Ave.
Mesa, AZ 85210
(480)844-0963

Children's Village
2339 N. Hayden Rd.
Scottsdale, AZ 85257
(480)949-5552

Tri-City Jewish Community Center
1521 S. Indian Bend
Tempe, AZ 85281
(480)897-0588

Domestic Violence Resources

Domestic Violence Hotline
(602)263-8900 or (800)799-7739

Crisis Nursery
2334 E. Polk St.
Phoenix, AZ 85006
(602)273-7363

**Maricopa County Superior Court
Family Violence Prevention Center**
101 W. Jefferson St.
Phoenix, AZ 85003
(602)506-5553

Mercy Connection
14175 W. Indian School Rd. Ste 105
Goodyear, AZ 85338
(602)577-1533 Intake/(623)772-0303

Health Care Assistance

Hospice of Arizona
2222 W. Northern Ave. Ste 100
Phoenix, AZ 85021
(602)678-1313

Hospice of the Valley
1510 E. Flower St.
Phoenix, AZ 85014
(602)530-6900

Medical Health Association of Arizona
6411 E. Thomas
Scottsdale, AZ 85251
(480)994-4407

Housing Assistance

Arizona Department of Housing
1700 W. Washington St. Ste 210
Phoenix, AZ 85007
(602)771-1000 or (866)890-0177

Helping Hands Housing Services
1530 E. Saguaro Dr.
Phoenix, AZ 85020
(602)216-7936





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Parenting Resources

Child & Family Resources, Inc
700 W. Campbell Suite 3
Phoenix, AZ 85013
(602)234-3941

Family Service Agency
1530 E. Flower
Phoenix, AZ 85014
(602)264-9891

Rape Crisis

The Center Against Sexual Abuse
2333 N. Central Ave, #100
Phoenix, AZ 85004
(602)254-6400

Sexual Assault Recovery Institute (SARI)
16042 N. 32nd St. Ste C
Phoenix, AZ 85032
(602)235-9345

Substance Abuse

PREHAB of Arizona
Confidential Location
Mesa, AZ 85211
(480)969-4024

META Services, Inc
2701 N. 16th St. Ste 316
Phoenix, AZ 85006
(602)650-1212

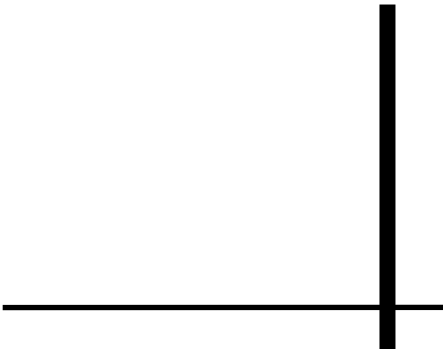
Support Groups

Advocates for the Disabled, Inc.
4520 N. Central Ave. Ste 575
Phoenix, AZ 85012
(602)212-2600 or (800)875-2272

Mothers Against Gangs (MAG)
1401 E. Thomas Rd.
Phoenix, AZ 85014
(602)235-9823

American Cancer Society 3 Site(s)
2929 E. Thomas Rd.
Phoenix, AZ 85016
(602)224-0524 or (800)227-2345

Donor Network of Arizona
201 W. Coolidge St.
Phoenix, AZ 85013
(602)222-2200 or (800)943-6667



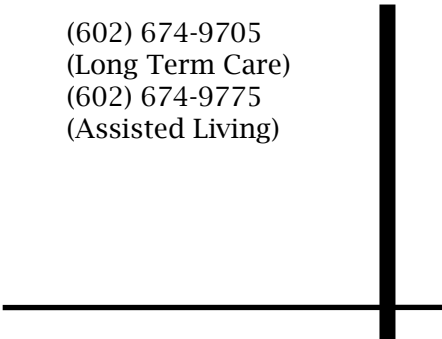
Elder Care Resource and Referral Agencies

Long-term care assistance is needed when an individual is unable to care for him/herself because of a prolonged illness or disability and can range from help with daily activities at home to skilled nursing care in a nursing home.

Eldercare referral services may include research, counseling, facility recommendations, and scheduling interview appointments for appropriate services.

The following agencies provide cost-free information relating to elder care and long term care concerns.

<u>Organization</u>	<u>Services Available</u>	<u>Phone Number</u>
Alzheimer's Association www.alzaz.org	Information on Alzheimer's Disease and related disorders; support groups; affiliated with national organization	(602) 528-0545 (602) 272-3900 (help line) 1-800-392-0022 (en espanol)
American Association of Retired Persons (AARP) www.americanretiredpersons.com	Survey of Caregivers Insurance Guidelines List of Facilities. (Various insurance coverage available for purchase.)	(602) 992-0600
Area Agency on Aging	List of various levels of adult facilities; general information; agencies available in other states; affiliated with national association	(602) 264-2255
Arizona Aging and Adult Administration www.seniorstand.com/region9/arizona	State office on aging; information on programs serving elders	(602) 542-4446
Arizona Department of Health Services www.hs.state.az.us/als	State licensing agency for long term care facilities; directory and inspection record of facilities	(602) 674-9705 (Long Term Care) (602) 674-9775 (Assisted Living)





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Arizona Health Care Association www.gzhca.org	Statewide association of nursing homes; affiliated with national association	(602) 265-5331
Arizona Long Term Care System www.ahcccs.state.az.us	Assistance in paying for long term care services - must meet eligibility criteria	(602) 417-6200 (Phoenix) (602) 417-6400 (Mesa)
Attorney General's Elder Affairs Office www.attorneygeneral.state.az.us/seniors	Information on elder abuse	(602) 542-2124
Eldercare Locator	National help line, locate local resources for all elder care needs—home care, legal, advocacy, long term care, transportation	1-800-677-1116
Governor's Advisory Council on Aging www.de.state.az.us/gaca	General information on aging; legislation regarding elderly	(602) 542-4710
Long Term Care Ombudsman	Ombudsman for nursing home residents	(602) 264-2255
Senior Help line & Senior Adult Independent Living	Information regarding services in Maricopa County Assistance with home and community based care	(602) 264-4357

