

## What is Employee and Family Resources?

The Employee and Family Resources (EFR) program is YNHHS's integrated employee assistance and work/life program available to all employees, their families and other household members. EFR is provided by a national organization called ValueOptions. The goal is to provide a one-stop resource to help you manage the demands of your everyday work and personal life.

Here are some important details about EFR:

- There's no cost to you!
- Employees, dependents and others living in your household are eligible to use the program.
- You can access help over the phone, in person, or via the web.
- The toll-free phone number to call 24/7 is **1-877-275-6226**.
- It's totally **confidential!**

## Confidential Counseling and Support

There are times when many of us need to speak with a counselor face-to-face to deal with a specific personal or work issue. You or any member of your family or household can call EFR directly to seek confidential counseling services. When you call the toll-free number, you can request to see a counselor in the ValueOptions provider network for short-term counseling- up to six (6) sessions per issue at no cost. You can select a counselor whose office is either close to your home or your work to discuss concerns such as:

- Stress, anxiety or depression
- Marital or relationship problems
- Emotional difficulties
- Alcohol or substance abuse
- Family dynamics
- Work-related concerns
- Caregiving challenges
- Difficulties handling a personal illness
- Support during life events

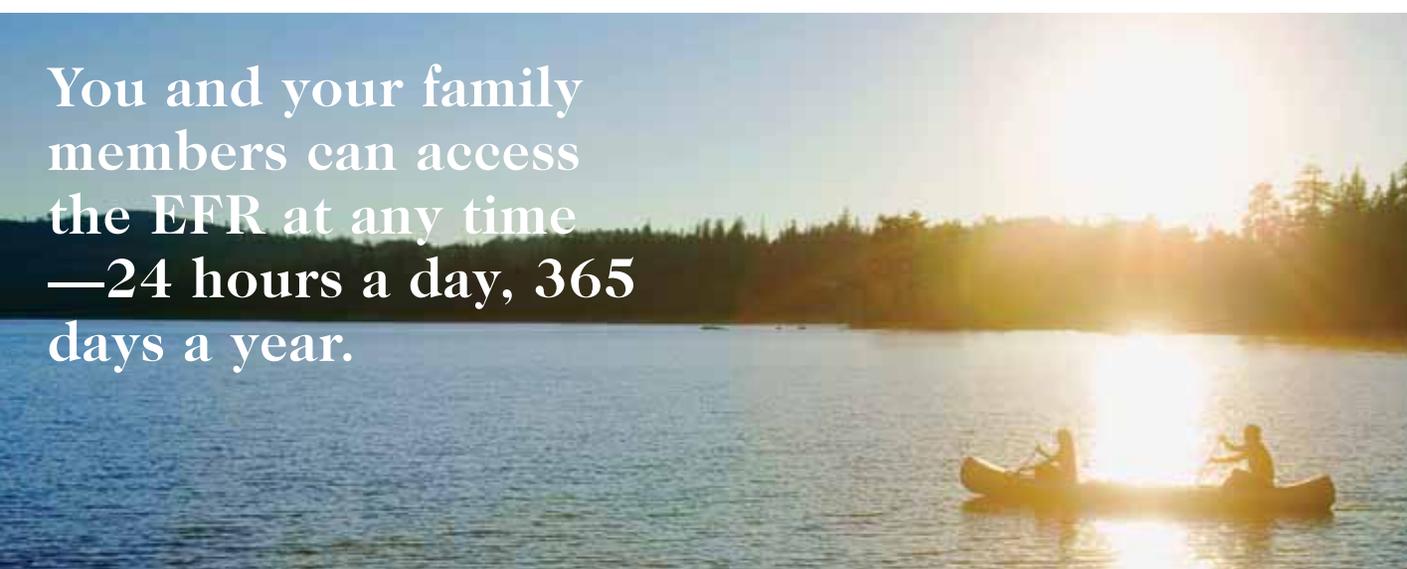
Whether the issue is big or small, the goal of employee assistance services is to get you the help you need to resolve a work or personal concern before it becomes a more serious problem.

## Work/Life Resource and Referral Services

Life is busy these days and everyone is juggling many work and life issues at the same time. Now you have additional resources to help you obtain information and support from a work/life professional. You'll save time and get the help you need when you call the toll-free number to discuss issues such as:

- Childcare and eldercare referrals
- Achieving work/life balance
- Work and career growth
- Parenting tips
- Convenience services, such as pet care and helping plan a vacation
- Financial\* concerns, such as managing a budget, dealing with creditors, debt counseling, tax issues, etc.
- Legal\* services, including creating a will, real estate transactions, adoption, estate planning, etc.

\* EFR will refer you to financial/legal professionals in your area for a free thirty (30) minute telephone consultation. If you elect to retain the services of the professional after the consultation, you may incur costs for these services.



You and your family members can access the EFR at any time —24 hours a day, 365 days a year.

Contact the Employee and Family Resources program any time, day or night!

**1-877-275-6226**

Access online resources at:  
[www.achievesolutions.net/ynhhs](http://www.achievesolutions.net/ynhhs)



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# Web Resources at Your Fingertips

The EFR website has a wealth of resources available to you anytime, day or night.

[www.achievesolutions.net/ynhhs](http://www.achievesolutions.net/ynhhs)

Some special features of the website include:

- Information and quizzes on a wide variety of topics, including money and legal, health and wellness, family issues and education, anxiety, depression, etc.
- "Finding Services," which provides online childcare and eldercare provider locator tools, as well as listings of many community services and toll-free lines, including the National Domestic Violence Hotline,
- "Managing Life Events," which provides specific information and resources related to life events, such as death of a loved one, change in marital status, buying a home, having a baby, blended families, etc.
- Access to online audiotapes, trainings and webinars

**Employee and Family Resources offers confidential counseling and work/life support services for YNHHS employees and family members:**

- Work/life balance
- Fulfilling relationships
- Healthy living
- Recovery
- Financial stability
- Stress/anxiety/depression
- Professional success
- Child and elder care

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The Employee and Family Resources program upholds strict **confidentiality** standards. No one will know you have accessed the program for any services unless you specifically grant permission or express a concern that presents the program with a legal obligation to release information.

**Call toll free 1-877-275-6226**

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[www.achievesolutions.net/ynhhs](http://www.achievesolutions.net/ynhhs)**

*This brochure is for information purposes only for Yale New Haven System employees and their dependents and household members. ValueOptions services do not replace medical care. In an emergency, seek help immediately.*



## Employee and Family Resources Program

OFFERING CONFIDENTIAL COUNSELING AND  
WORK/LIFE SUPPORT SERVICES FOR YNHHS  
EMPLOYEES AND FAMILY MEMBERS

