The beginning...

One of the first Employee Assistance Programs (EAP) in the country started in 1917 when R.H. Macy and Co., the New York City department store, recognized the need to help employees with personal problems. In the 1940’s many more employers established EAPs based on the Alcoholics Anonymous model to deal with alcoholism in the workplace. EAPs in the 1970’s broadened their focus to address any personal or family concerns. There are currently more than 10,000 EAPs in the United States.

Model:

The EAP Coordinator understands the culture and is approachable for other county employees. The Coordinator makes referrals as appropriate.

Schenectady County’s EAP Coordinator

Joanne DeSarbo
(518) 372-8549

Schenectady County’s Director of the Office of Community and Mental Health Services

Darin Samaha
(518) 386-2218

To Access EAP Services:
(518) 356-4272

Mission Statement
To assist Schenectady County Employees and their families in resolving work-related and personal problems in a confidential and professional manner in order to promote health and wellness at work and at home, and to assist agencies in maintaining a healthy and productive workplace.
What is the Schenectady County Employee Assistance Program?

As an employer, Schenectady County recognizes that employees are people first, and subject to stress and pressures that affect their ability to be effective at work. The Employee Assistance Program (EAP) is designed to help employees resolve personal, family, and workplace issues so they can live healthier, happier, and more productive lives.

Who is eligible for services?

EAP is available to Schenectady County employees and their families.

What services are available?

EAP provides information, assessment, and referral to community resources to address a broad range of issues and concerns.

What do EAP services cost?

EAP services are provided at no cost. If a referral is needed, every effort will be made to assist employees in obtaining services that are coordinated with their health benefits.

Who provides EAP services?

The EAP Coordinator is specially trained to help Schenectady County employees and their families. They understand the unique culture of the workplace and have an in-depth knowledge of local community agencies.

Is EAP confidential?

Confidentiality is the cornerstone of EAP. No information may be disclosed without an employee's permission. The only exceptions to confidentiality are when information is required by law or executive order, when persons are likely to harm themselves or others, or when there is a reasonable suspicion of child abuse.

Can I be mandated to use EAP?

The use of EAP is voluntary. A supervisor may recommend EAP to an employee, but it is ultimately the employee's decision whether or not to contact EAP.

How can EAP help supervisors?

EAP Coordinator provides consultation to management, supervisors, and union leaders about workplace issues and the benefit of early referral to EAP.

How I access EAP services?

Employees can consult with an EAP Coordinator by phone or in-person.

Call (518) 356-4272 (available 24/7)

What can EAP help with?

EAP provides information, assessment, and referral for a broad range of issues and concerns:

- Anxiety
- Child Care
- Depression
- Domestic Violence
- Elder Care
- Emotional Issues
- Family Issues, e.g. parenting
- Financial Concerns
- Gambling
- Grief & Loss
- Health Insurance Questions
- Legal Issues
- Marital Problems
- Physical Illness
- Physical, Emotional, and/or Sexual Abuse
- Relationship Problems
- Stress
- Substance Abuse
- Wellness Programs
- And More