



Employee Assistance Program



~ Welcome to CONCERN EAP ~
Your partner in finding solutions
to work, family and personal matters.

CONCERN'S MISSION AND VISION

To provide a full range of opportunities for the development of optimal emotional health for the AHS and corporate communities.

It is our goal to render quality mental health education and care using the highest level of clinical and fiscal responsibility in allocating available resources.

(800) 242-7371

Employee Assistance Program

For confidential assistance in dealing with personal or vocational problems, call
(800) 242-7371

● What is CONCERN?

CONCERN offers assessment, short-term counseling, referral if necessary, and follow-up to employees who want assistance in dealing with stress and other work or life problems.

Stress is a natural part of life. Sometimes, the stress caused by life changes, conflict or trouble at home or at work may make it difficult for you to do your job, or to be happy in other areas of your life. When this happens, it is best to seek some assistance. Many times, short-term counseling is all you need to get back on the right track.

CONCERN is available to help you deal with problems before they become too large for you to handle and before your personal life and/or your job performance begin to suffer.

● Who can use CONCERN?

CONCERN understands that what goes on in our households affects our work day and what goes on during our work day affects our home life. CONCERN is therefore offered to all employees and their family members. Families are defined as the members of an employees' immediate household.

● Why should you use CONCERN?

CONCERN understands that everyone is affected in some way by life-change situations. As individuals, we each deal with these situations differently. These stress-producing problems sometimes can interfere with the ability to perform adequately at work or in other important areas of life. Here is where CONCERN can help.

Although CONCERN can help you through a crisis, it is primarily designed to help you manage the life changes we all experience in areas such as:

- Family or marital relationships
- Birth of a child and raising children
- Relocation
- Death in the family
- Alcohol and drug problems
- Emotional or psychological adjustment
- Legal or financial problems
- Retirement

CONCERN counselors are trained to deal with a wide variety of employee problems. They will offer you professional support and direction toward resolving the problem. Professional direction will be provided for psychiatric, psychological, and chemical dependency treatment referrals when clients clearly need specialized treatment. An EAP counselor will assess each case to determine the appropriate level of care prior to treatment access and health insurance utilization.

● How can I use concern?

CONCERN EAP is a division of Atlantic Health System's Behavioral Health Services. The CONCERN Headquarters is located at 200 South Street in Morristown, New Jersey, but appointments may be made at any of its New Jersey offices. Employees may call CONCERN at (973) 451-0025 or 800-242-7371 for further information or to schedule an appointment. A 24-hour hotline is also available at (973)-540-0100.

Appointments can be made between 8:00 a.m. and 8:00 p.m. daily and between 9:00 a.m. and 1:00 p.m. on Saturdays. Routine appointments are scheduled according to the employee's availability and choice of location.

CONCERN EAP has six office locations for assessment and short-term counseling sessions:

- Hackettstown, NJ
- Upper Montclair, NJ
- Morristown, NJ
- Somerville, NJ
- Summit, NJ
- Teaneck, NJ

For appointments, help with directions or further information, call (973) 451-0025 or 800-242-7371. All calls to CONCERN are CONFIDENTIAL!

● What happens when I call CONCERN?

To access CONCERN EAP, employees will call (973) 451-0025 or (800) 242-7371. Upon calling the EAP, employees or dependents will speak with an administrative assistant who will take demographic information. The caller will then be connected directly to a CONCERN clinician to make an appointment or will be advised that a clinician will return their call shortly. The caller will be assured that all calls are treated confidentially and that no identifying information would ever be left in a voice mail message or with anyone, other than the client, who might answer the phone.

● CONCERN'S Commitment to Confidentiality!

CONCERN EAP maintains strict confidentiality for all services. Client records are kept in secured files at the EAP and are totally segregated from hospital medical records. Cases are numerically coded, scheduling is done centrally, and access to all information is controlled.
