



The professional staff of the **AFSCME Personal Support Program (PSP)** is ready to help you or a member of your family with personal concerns or problems, whether they occur at home or at work. If you need help sorting things out – or if you just need someone to talk with – call the PSP to arrange a free, professional, confidential appointment. Keep in mind – the earlier you address a problem, the easier it is to fix – you don't have to wait until it's overwhelming!

Remember,

We're Here When You Need Us!

CALL

1-800-647-8776
(TTY 1-800-526-0844)

www.afscme31.org



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***"I would recommend
PSP to anyone."***

***"We can't say enough
about how the
counselor has helped
us in our marriage."***

AFSCME's Personal Support Program



***We're here
when you
need us.***

For You and Your Family

Everybody needs somebody sometime. Most of us, most of the time, are able to handle the hassles that life throws at us. But sometimes, personal problems can really seem to get out of hand, or we get "hit" with a bunch of things all at once.

Feeling overwhelmed or struggling to cope? Contact the Personal Support Program (PSP) for a confidential appointment. We're here when you need us.

The American Federation of State, County and Municipal Employees (AFSCME) Council 31's PSP provides professional counselors to assist AFSCME members whose collective bargaining agreement includes PSP. All dependents covered under the employee's health benefit program also are eligible to receive services from the PSP.

A Unique Assistance Plan

Originally established in 1992 to expand the union's tradition of service to its members, AFSCME's PSP has helped literally tens of thousands of members and their families who were experiencing many different types of personal problems or concerns. The PSP is a unique, union-based employee/member assistance program (EAP) designed specifically for you and your family, and is separate from any management-based EAP.

The PSP also is available to present, either at union or at worksite settings, a wide variety of workshops designed to provide members with tools they can use to avoid a problem developing or to prevent it becoming overwhelming.

"PSP is a life saver."

"It's a wonderful program."

Wide Range of Concerns

The PSP offers services statewide through a network of licensed professionals who are specially trained to provide confidential assistance on a wide variety of concerns and problems, including:

- Stress
- Emotional Difficulties
- Marital/partner problems
- Alcohol Abuse
- Drug Abuse
- Depression
- Anxiety
- Parenting
- Family Conflicts
- Elder Care Concerns
- Gambling
- Grief
- Financial Concerns
- Legal Difficulties
- Child Care Issues
- Relationship Problems
- Job Stress

Getting Assistance

To receive help, just call the toll-free PSP number, **1-800-647-8776** (TTY 1-800-526-0844). Staff will gather information from you over the phone and in most situations schedule an appointment with one of PSP's professional counselors. Services are available at close to 40 locations across Illinois.

Your PSP counselor will work with you and/or your family to help you assess your concern(s) or problem(s), and will discuss available options for assistance with you. Sometimes short-term counseling with PSP staff is all that's needed. If additional,

more specialized or longer term care is appropriate, PSP's professionals will refer you to professional, cost-effective resources in your community.

Privacy

The PSP is committed to ensuring that all services are provided in a confidential, professional manner. No information about you will be disclosed outside the PSP except with your written consent, or as required by law or regulation.

Costs

Services provided directly by the PSP are free. For those who would benefit from an additional referral, health insurance plans may cover many of the professional services recommended. PSP staff will help advise you on your options.

"It was very helpful to talk through my concerns with a supportive and listening ear."

Contacting the PSP

You can reach the PSP from 8:30 AM through 4:30 PM, Monday through Friday, at **1-800-647-8776** (TTY: 1-800-526-0844) to schedule day, evening or weekend appointments (in some locations). If you call at other times, you may leave a confidential message and your call will be returned on the next business day, or you may receive taped information about what to do in an emergency.

1-800-647-8776
(TTY: 1-800-526-0844)