

Frequently Asked Questions

1. Will anyone know that I have contacted the Employee Service Program?

- *The Employee Service Program (ESP) provides services to state employees and their family members in a confidential manner. **No** information regarding the employee or family member's involvement with the Employee Service Program will be released to anyone, without his or her written informed consent or as permitted or required by law.*
- *Situations do exist where the law permits or requires disclosure to appropriate persons, even without client permission. These include: situations when the abuse of a child or a vulnerable or incapacitated adult is suspected, or when a client is a threat to him/herself or another person.*
- *If an employee is experiencing difficulties at work, the ESP counselor may ask the employee's permission to discuss work related issues with the supervisor and/or employee organization representative. In order to do so, a release of information must be signed by the employee, and only work-related issues will be discussed.*

2. I cannot go to the Lansing or Detroit ESP office. How can I talk with an ESP counselor?

- *The Employee Service Program offers both in-person and telephonic appointments in order to better serve the entire State of Michigan workforce. If you are unable or do not wish to meet with an ESP counselor in person, you can discuss your situation by telephone. The same confidential services are available to all clients, regardless if the appointment is in person or by telephone.*

3. Is there a fee if I contact ESP?

- *There is no charge for ESP services. If a referral is made to a behavioral health specialist in your community and you make an appointment, potential co-pays and deductibles apply. Consult your HMO or State Health Plan for details or ask your provider for clarification.*

4. Who can contact ESP?

- *State of Michigan employees and their eligible family members.*

5. Does the Employee Service Program provide on-going counseling?

- *The Employee Service Program does not provide mental health or substance abuse treatment. The service that we provide consists of an initial consultation, pre-counseling assistance, referral and follow-up. The counselor will ask you questions to assess and gain an understanding of your concerns, make appropriate recommendations to assist you, and follow-up to review progress and need for additional services. If the action plan and assessment made by the ESP counselor includes a recommendation for mental health or substance abuse treatment, the counselor will assist you in obtaining services through your health insurance plan.*