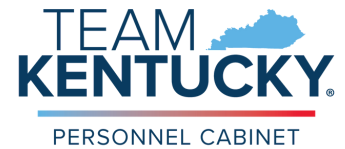


FREQUENTLY ASKED QUESTIONS



What kinds of problems can I bring to KEAP?

KEAP helps employees and their dependents get help for any number of personal problems. These include substance abuse, depression, anxiety, marital problems, financial problems and problems with parenting.

Is KEAP a counseling clinic?

No. We help you clarify and identify problems and, when necessary, provide assistance in getting to appropriate resources for problem resolution. Assessment, referral and follow up are the core functions of KEAP.

Why does State Government have this program?

Employers know that an employee with personal problems is more likely to be absent or tardy, to have decreased efficiency, to have more accidents and workers' compensation claims. An employee with personal problems often causes morale problems for co-workers and spends more time on personal phone calls. It makes good financial sense for an employer to help that employee deal with personal problems so that the employee is restored to prior levels of productivity. Employers have lots of time, money and energy invested in employees. Employee Assistance programs are in place to protect those investments.

Is KEAP qualified to help me?

KEAP staff members are trained professionals with many years of experience in the mental health and substance abuse fields.

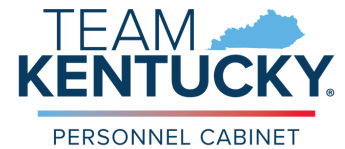
What will this cost me?

KEAP services are provided to state government employees and their dependents at no charge. This is an employee benefit. If you are referred by a KEAP staff member to another professional such as a counselor, physician, consumer credit agency or attorney, you are responsible for those costs. KEAP does not pay for counseling.

Will my State Government health insurance plan cover any costs for counseling?

Mental health and substance abuse benefits are provided in the state health insurance plans. It is important to follow plan procedures for accessing these types of services. Benefits are outlined in the health insurance handbook, or you can get this information from a KEAP staff member.

FREQUENTLY ASKED QUESTIONS



My supervisor told me I had to contact KEAP, can they do that?

A supervisor may refer you to KEAP based on poor work performance, poor attendance or unacceptable behavior. Remember, KEAP is voluntary; participation is never mandatory. However, our goal is to help employees turn poor work performance, attendance and behavior problems around. We're working toward the goal of helping employees be more productive and effective.

Will my job be jeopardized by contacting KEAP?

No. Job security is jeopardized by poor work performance, absenteeism, and unacceptable job behavior. These are the very things that KEAP is working with employees to prevent or turn around.

Am I required to follow KEAP recommendations?

No. KEAP is voluntary from start to finish. Our goal is to provide the best available options for resolving personal problems. The choice always remains with the employee to accept KEAP recommendations.

Does KEAP help supervisors too?

Yes, on two levels. KEAP provides assessment, referral and follow up services to supervisors. Supervisors are employees too. Secondly, KEAP provides guidance to supervisors trying to make an effective referral to KEAP based on an employee's job performance or job behavior.

How do I make contact with KEAP?

KEAP maintains regular State Government office hours. We can be reached at 502.564.5788. We also have a toll-free number, 1.800.445.KEAP(5327).

What if I don't live or work in Frankfort?

KEAP serves employees and dependents in every Kentucky county. Most employees find it saves time to contact KEAP by telephone to complete the assessment and referral.

Can I contact KEAP on state time?

Our Administrative Regulation, KAR 101 2:160 provides for that. State Government employees can utilize KEAP on state time with their supervisor's prior approval. If you prefer not to inform your supervisor, you may use your lunch hour, request an appointment after hours or use leave to protect your privacy.