

DHSTogether
Resource Guide
Department of Homeland Security
U.S. Secret Service

Employee Assistance Program

Phone: 202-406-5317

The EAP provides services designed to help employees, managers, and organizations meet life challenges and remain healthy, engaged, and productive.

For employees: Your EAP offers short-term **confidential** counseling and referral for issues that are affecting your ability to work. The EAP will either address your concerns during counseling sessions, or they will refer you to appropriate community resources, counselors, and other supports. Additionally, employee dependants and household members are eligible for EAP.

Issues addressed by the EAP include:

- Life changes – marital stress, divorce, parenting, special needs children, aging parents, and retirement
- Life challenges – drug and alcohol abuse, eating disorders, grief and loss, anxiety, financial loss, depression, traumatic incidents, mental illness
- Legal and Financial Service
- Job stress and burnout
- Coping with difficult situations or difficult people

For managers: Your EAP is an ally in fostering a high-performance organization by providing:

- Coaching – how to refer employees to EAP, have difficult performance conversations, handle difficult employees, be a better manager
- Counseling and referral to help you manage your own stress and life challenges

Work/Life Services

Toll-free number: 866-426-0434 (800-873-1322 for TTY/TDD service)

Website: <http://www.lifecare.com>

LifeCare offers expert guidance, helpful educational materials, personalized referrals, and an interactive web site to assist with all of your everyday and one-of-a-kind challenges:

- Pregnancy & adoption
- Child care & parenting
- Adult care & aging
- Health & wellness
- Education
- Financial & legal concerns
- Pet care, going green, relocation, and other daily life issues

Log on to www.lifecare.com and look for the “Member Login” box.

- For quick access, enter Screen Name: **usss** and Password: **login** (case sensitive)
- Or for a more personalized experience, follow the “NEW USERS” link and enter Registration Code: **USSS**. For assistance logging on, contact the Help Desk at 1-888-604-9565.
- Or call **1-866-426-0434** (or 800-873-1322 for TTY/TDD service) to discuss your needs with a LifeCare specialist at any time of the day or night.

- Please take advantage of this agency-paid benefit for Secret Service employees that can help you succeed at work and home in the midst of challenging circumstances.

National Suicide Hotline

If you believe that you or anyone you work with is at risk for suicide, please contact the national suicide hotline for assistance.

1-800-273-TALK (8255) 1-800-799-4889 (TTY)

Red Nacional de Prevención del Suicidio: 1-888-628-9454

For further information on this hotline visit the website: <http://www.suicidepreventionlifeline.org>

If you believe that you or anyone you work with is at IMMEDIATE risk please call emergency services (911).