



# REACH

## Resource for Employee Assistance & Counseling Help

WorkLife Hawaii  
A Division of Child & Family Service  
[www.worklifehawaii.org](http://www.worklifehawaii.org)

Everyone occasionally has worries or problems that can affect job performance. Usually we can work it out by ourselves, but there are times when we may feel that we need some help.

If problems or worries are affecting your job performance and you need the support of a professional counselor, call the State of Hawaii-sponsored REACH Program.

### **WHAT IS REACH?**

The REACH Program provides confidential, short-term professional counseling services to employees who may be experiencing personal problems that are affecting job performance. The services are free, up to a maximum of three (3) sessions. WorkLife Hawaii has been contracted to provide REACH services through a voluntary program that permits employees to seek help on their own. Their services are available 24 hours a day, 365 days a year, for the duration of the contract.

A WorkLife Hawaii counselor, who specializes in the assessment of personal problems, will meet with the employee to explore options and possible resolutions.

### **WHO MAY USE REACH?**

Any permanent or temporary civil service employee or exempt employee, except student hires, in the State's Executive Branch under the jurisdiction of the Department of Human Resources Development whose department does not offer an equivalent employee assistance program (e.g. Department of Transportation and the University of Hawaii).

### **HOW DOES REACH WORK?**

Employees who wish to use REACH services can simply call WorkLife Hawaii to schedule an appointment. Or, a supervisor may refer an employee with job performance problems to WorkLife Hawaii.

Discussions with a WorkLife Hawaii counselor are kept **confidential** and will not be released without prior written permission.

### **WHAT SORT OF PROBLEMS CAN REACH HELP ME WITH?**

REACH deals with human problems – the kinds that may affect your personal well-being and ability to perform on the job. They include:

- ◆ Marital/family problems
- ◆ Drug/Alcohol misuse
- ◆ Job-related issues
- ◆ Grief/loss
- ◆ Relationship problems
- ◆ Stress and emotional problems
- ◆ Domestic violence
- ◆ Anger problems
- ◆ Other emotional or behavioral problems

### **HOW DO I SET UP AN APPOINTMENT?**

Call the WorkLife Hawaii central office at 543-8445 or 1-800-994-3571 from the Neighbor Islands. Office Hours: Monday-Friday, 8 a.m. – 5 p.m. Appointments are also available evenings and Saturday mornings. After business hours, call 1-800-994-3571. **A copy of your current pay stub will be required at the initial counseling session.**