



Program Support Center

ABOUT PSC

The Program Support Center (PSC) is the largest multi-function shared service provider to the federal government. Hosted by the U.S. Department of Health and Human Services (HHS), PSC provides our customers support services focused on their needs — so they can focus on their core missions.

Established 20 years ago to reduce HHS's annual spending and to increase the quality of its administrative services, PSC today offers over 40 services to HHS and other federal agencies. PSC operates on a competitive fee-for-service basis in four key markets: administrative operations, real estate and logistics, financial management and procurement, and occupational health.

In 2001, PSC acquired Federal Occupational Health (FOH). Created by Congress in 1946, FOH has over 70 years of experience serving federal employees and their families worldwide to improve their health, safety, and productivity.



For more information contact
(301) 492-4600
www.psc.gov

MANAGING
THE BUSINESS OF
GOVERNMENT™

EMPLOYEE ASSISTANCE PROGRAM

Manage Challenges to Boost Employee Productivity and Well-Being

Personal and work-related problems can affect the lives of employees both at home and in the office. If left unresolved, these issues can become serious, negatively affecting employee wellness, attendance, productivity, safety, and overall agency morale.

The **Program Support Center (PSC)**, through its **Federal Occupational Health (FOH)** services, is the only federal provider offering a comprehensive Employee Assistance Program (EAP) to help employees and their family members manage issues such as stress and anxiety, legal and financial problems, and grief, substance abuse, and depression.

PSC is the largest federal EAP provider in the country — offered in more than 80 federal office buildings to over 700,000 federal workers nationwide.

Confidential Consultation and Valuable Resources

EAP specialized counselors provide short-term, issue-based in-person or over-the-phone assessments, counseling, community referrals, and management consultation and coaching.

For customers needing person-to-person attention, they can call the EAP hotline where phones are answered immediately by a live agent who caringly listens, and quickly transfers them to the most appropriate specialist or consultant. Customers who prefer a self-serve experience, they gain have access to FOH4You.com, a robust website which offers a wealth of information, interactive tools, and resources in a mouse click.

Management and Supervisor-Focused Solutions

EAP offers managers and supervisors a private source of expert consultation quickly and conveniently. They receive personalized guidance and assistance to learn how to effectively identify, personally engage, and diplomatically refer employees with performance or conduct issues to the program. This aids their staff to find the right work and life balance, enhance their skills for career advancement, and be more satisfied and productive.

Additionally, EAP can help managers meet new challenges or sharpen skills through PSC's management coaching services. The services focus on maximizing their strengths to improve performance, be a better leader in today's workforce, and ultimately, develop greater organizational effectiveness.

FEDERAL SHARED SERVICES

Accounting Services

- Accounting
- Debt Collection
- Financial Reporting

Acquisition Management Services

- Acquisitions

Behavioral Health Services

- Employee Assistance Program
- Organizational Development and Leadership
- Psychological Testing and Evaluation Program
- Work / Life Programs

Building Operations Services

- Facilities Operations and Maintenance
- Room Management
- Shredding

Clinical Health Services

- FedStrive*
- Health Clinics
- Medical Employability
- Medical Surveillance
- Workers Compensation Management

Environmental Health and Safety Services

- Automated External Defibrillator
- Environmental Health and Safety

FedResponse Services

- Customer Contact Center

Grants Finance and Administration Services

- Grants Management
- Indirect Cost Negotiations

Mail and Publishing Services

- Departmental Forms Management
- Digital Document Management
- Graphic Arts
- Mail Operations
- Mail Screening
- Printing Program Management
- Section 508 Compliance

Real Property Management Services

- Real Estate Strategy
- Real Property Disposal
- Space Design and Construction

Supply Chain Management Services

- Labor and Moving
- Medical Supply Fulfillment
- Personal Property Disposal
- Personal Property Management
- Publications Fulfillment
- Storage

Transportation Services

- Fleet Operations
- Transit Subsidy Program Management
- Travel Program Management

Wellness and Health Promotion Services

- Wellness and Fitness

Rapid Response to Critical Incidents

EAP is built for agility and responsiveness. The program's fast-acting critical incident response services can be included as a part of the standard EAP program, or as a standalone program. Critical incident response services help minimize the potential impact of distressing incidents. PSC's organized, highly specialized team with more than 30 years of federal crisis response experience, provides assistance and coping support for the illness or death of a coworker, an employee's spouse or child, workplace assaults, natural or man-made disasters, and anniversaries of traumatic workplace events.

PSC works collaboratively with customers to develop response plans, coordinate with other crisis responders, supply relevant educational materials, and arrange onsite presence which may include psychological first aid, group facilitation, critical incident stress debriefings, and management consultation.

Turnkey Program, Seamless Implementation

We ensure EAP services are launched seamlessly by arming customers with tools to successfully implement the program to employees. This includes a tailored announcement introducing the program with access instructions and explanation of benefits. Customers also receive ongoing promotional support with a suite of marketing materials, such as brochures, wallet cards, posters, and monthly theme-specific campaigns to keep the program and its benefits top of mind when it matters most.

Improving the Health, Safety, and Productivity of Federal Employees

Federal Occupational Health (FOH), a part of the Program Support Center (PSC), is the largest provider of occupational health services in the federal government, serving 1.8 million employees in more than 360 federal agencies worldwide. FOH works in partnership with agencies to design and deliver comprehensive occupational health solutions to improve their health, ensure their safety, and increase workplace productivity of federal employees.