

## Frequently Asked Questions

### **Who is eligible to receive FSAP services?**

FSAP services are offered to UCSF faculty and staff members. (Residents, fellows, postdoctoral students and temporary employees included)

### **How much do FSAP services cost?**

All FSAP services are provided at no cost, as they are an employee benefit.

### **Can I be required to come to FSAP or is the program voluntary?**

All services at FSAP are provided on a strictly voluntary basis.

### **Are FSAP services confidential?**

Your discussions with an FSAP counselor are confidential and will not become part of your personnel file.

### **Who may request FSAP consultation services and for what reasons?**

Any management level faculty or staff member (e.g., supervisor, MSO, department head, administrator) may request FSAP consultation services regarding any organizational concern having a significant psychological or behavioral element (e.g., psychiatric symptoms, substance abuse, stress, transitions, safety, conflict, communication, grief)

### **Who provides the counseling and consultation?**

The FSAP team is comprised of licensed Psychologists and Postdoctoral Fellows.

### **How do I contact FSAP to make an appointment?**

Please call (415) 476-8279 to schedule.



## FSAP Office Locations

### **UCSF Laurel Heights**

3333 California Street, Suite 293  
San Francisco, CA 94143-0938

### **UCSF Mission Center Building (MCB)**

1855 Folsom Street, Suite 500H  
San Francisco, CA 94103

### **UCOP**

Kaiser Center Building  
300 Lakeside Drive, Suite 501  
Oakland, CA 94612



University of California  
San Francisco

# Faculty & Staff Assistance Program

*Confidential Psychological Counseling  
& Consultation Services*



University of California  
San Francisco

### **FSAP**

3333 California Street, Suite 293  
San Francisco, CA 94143-0938  
(415) 476-8279

<http://www.ucsfhr.ucsf.edu/index.php/assist/>





## Individual Counseling Services

All of us have problems occasionally, personal or work-related. Often we can resolve them on our own, but sometimes they persist and may affect our mental and physical health, well-being, work performance, or self-esteem.

FSAP provides assessment, counseling, and referral services for a broad range of personal or work-related issues that include:

- Anger management problems
- Anxiety
- Coping with disabilities
- Crisis situations
- Domestic violence
- Elder or dependent care
- Grief and loss
- Leadership coaching
- Marital partnership concerns
- Parenting issues
- Stress
- Substance abuse (alcohol or drugs)
- Traumatic events
- Work/life balance



Welcome! As members of the UCSF Campus and Medical Center community, the Faculty & Staff Assistance Program (FSAP) invites all faculty, staff, residents, postdocs, and clinical fellows to use our confidential employee assistance services, which are provided at no cost.

We are staffed by licensed psychologists and postdoctoral fellows who provide confidential, brief counseling to individuals and a wide variety of consultation services to the organization.

## Consultation Services

In addition to individual counseling, FSAP provides consultation services to managers and supervisors of individuals, departments, and workgroups.

Organizational consulting services are based on the principles of organizational psychology and behavior, and are designed to restore or enhance the functioning of employees in their jobs and strengthen the organization. Cohesively functioning workgroups and departments promote higher productivity and organizational resilience.

### **Organizational Consultations:**

- Employee or patient safety concerns
- Interpersonal and departmental conflict
- Organizational transitions
- Problematic communication
- Psychiatric symptoms or behavioral problems in the workplace
- Substance abuse

### **Organizational Interventions:**

- Change management
- Critical incident debriefing
- Facilitated conversations
- Faculty & staff retreats
- Stress management
- Team building
- Workshops, seminars, and psychoeducational training

Managers and supervisors are encouraged to contact FSAP to explore how organizational consulting services may benefit their workgroups or departments.

You may also inform employees about FSAP, and refer them for individual counseling services.