

# OUR CITY OF MADISON



## Employee Assistance Program Introduction

Tresa Martinez, *EAP Manager*

# Vision and Mission

Inclusive – Innovative – Thriving



CITY OF MADISON

# Our Agency's Vision and Mission

## Vision

- Our Madison: Inclusive, Innovative, & Thriving

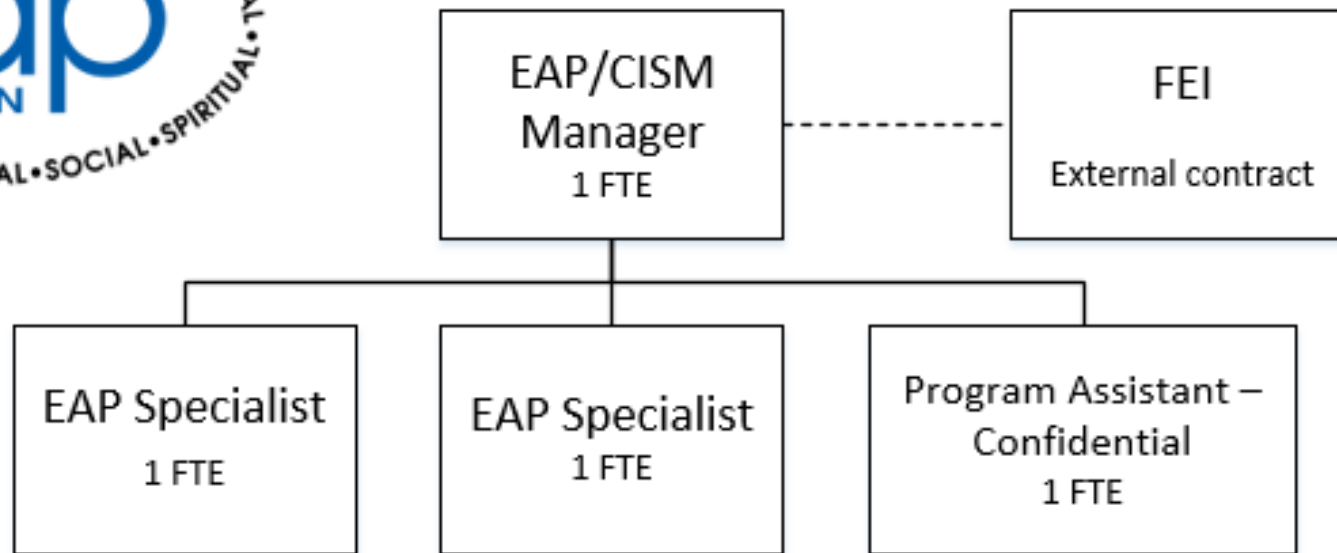
## Mission

- The mission of the City of Madison Employee Assistance Program (EAP) is to provide 24-hour personalized & culturally inclusive counseling, management consultation, resource referral, education, and trauma response for both work and personal problems.

# Structure, Services, and Staff



# Structure



# Services

## General EAP to Employees/Families

- Mental Health issues
- Work-related stress
- Relationships
- Trauma
- Substance Abuse
- Grief and loss
- Aging parents
- Job performance

## Organizational EAP Services

- Training/Prevention
- Supervisor/Union consultations
- Work group intervention
- Conflict mediation
- Return to work assistance

## Critical Incident Stress Management

- Workplace Violence Prevention
- Defusing/Debriefing
- Grief support
- Pre-incident training

## First Responders/ Peer Support

- Peer Support Teams oversight
- Specialized training
- Family support
- Statewide advisory



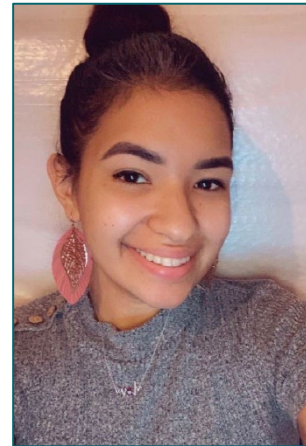
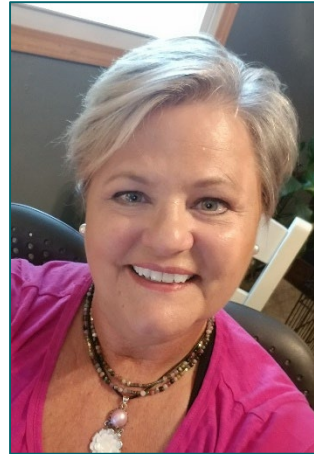
# Key Staff

**Tresa Martinez**, EAP Manager  
[tmartinez@cityofmadison.com](mailto:tmartinez@cityofmadison.com)

**Arlyn Gonzalez**, EAP Specialist  
Provides bilingual EAP services  
in English and Spanish  
[agonzalez@cityofmadison.com](mailto:agonzalez@cityofmadison.com)

**Mary Eldridge**, EAP Specialist  
Provides bilingual EAP services  
in English and Spanish  
[meldridge@cityofmadison.com](mailto:meldridge@cityofmadison.com)

**Sherri Amos**, EAP Program Assistant  
[samos@cityofmadison.com](mailto:samos@cityofmadison.com)



# Common Citywide Collaborations

Inclusive – Innovative – Thriving



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# Common Citywide Collaborations

Staff in our agency most often collaborate with these agencies across TeamCity:

Agency	Topic(s)
Human Resources	<ul style="list-style-type: none"><li>• Consultations with managers</li><li>• Employee Return to Work</li><li>• Trainings through OD</li><li>• Other workplace related topics</li></ul>
Police and Fire	<ul style="list-style-type: none"><li>• Critical Incident Response</li><li>• Oversight of Peer Support Teams</li></ul>
EAP staff work with all departments across the City as needed.	

# Boards, Committees, Commissions

Our agency staffs the following City of Madison Boards, Committees and Commissions:

*The EAP does not staff any boards, committees, or commissions.*

# Agency Resources

Inclusive – Innovative – Thriving



# Our Agency's Key Links

- [EAP APM 2-12](#)
- [CISM APM 2-15](#)
- [EAP Website](#) (internal EAP)
- [FEI Website](#) (external EAP provider)
- [Wisconsin State Statutes](#)
- [Madison General Ordinances](#)
  - [Employee Assistance Programs](#), 3.04
- [Council Resolutions](#)

# Our Agency's Acronyms

Common acronyms used by our agency include:

**EAP**

- Employee Assistance Program

**CISM or CIR**

- Critical Incident Stress Management or Critical Incident Response

**FEI**

- FEI Workforce Resilience is our external EAP provider

# OUR CITY OF MADISON



**Let's Connect!**  
Employee Assistance Program  
[eap@cityofmadison.com](mailto:eap@cityofmadison.com)  
608-266-6561

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