Your Employee Assistance Program

*Life situations can become very stressful... but we can help.*

When we begin to experience personal problems, we feel frustrated and alone. We believe we should be able to “fix” or adjust to whatever is wrong, but often find ourselves stuck without resolving our situations.

When problems are overwhelming, often experienced and professional counselors can help us sort out our feelings and enable us to develop solutions that will work toward improving our situations.

CONCERN is an employee assistance program provided to you as a benefit by your employer at no cost to you. This benefit belongs to you and may be used by anyone who lives with you at no additional charge.

To make an appointment, please call (901) 458-4000 or (800) 445-5011
The Need for the Program

Your employer knows that employees have many stresses when facing challenging situations in life. The way employees manage these stresses can have a significant impact on their work as well as their personal lives. When employees are effectively managing issues that affect them, they are more productive, safer, and happier.

What Does CONCERN Cost?

The services of CONCERN are a company-paid resource. There is no cost to you or other people who live with you if services are used. If you and your counselor decide that additional services are required beyond short-term CONCERN counseling, and these referral services are used, you will be responsible for any costs not covered by insurance.

CONCERN Counselors

Our professional staff are clinical social workers or counselors with master’s degrees. They are licensed and were required to have at least three years of clinical experience before joining CONCERN.

When Can I Use CONCERN?

Services are available when you need them. We recommend that you use CONCERN early on when you are experiencing difficulties. When you identify problems and work toward resolving them during their early stages, you will experience less stress and be more successful in developing solutions that will work for you.

CONCERN counselors can help you through a crisis or they can help you to manage problems that anyone can experience. Common problems include family or couples’ difficulties, relationship problems, grief, emotional or psychological stress, alcohol or drug abuse, gambling problems, or a combination of the above. Some problems are big, some are small, but you can bring any size problem to CONCERN. CONCERN has multiple office locations as well as day and evening appointment times. To make an appointment, please call (901) 458-4000 or (800) 445-5011.

How Does CONCERN Work?

If you need to talk over a problem with a CONCERN counselor, simply call for an appointment. During your first visit or two, the counselor will listen and try to gain a clear understanding of your problem, help you sort out options, and develop a problem-resolution plan with you.

Help can usually be found through continued short-term counseling at CONCERN. If additional or specialized help is needed, your counselor will put you in touch with a qualified professional or a support group best suited to help. Your counselor will remain available to you until you feel the difficulties are under control.

How Confidential is the Service?

Strict confidentiality is maintained by CONCERN. Employees or dependents call to make their own appointments. No one will know of your participation unless you reveal it or give your counselor permission to speak with someone. CONCERN complies with all state and federal laws regarding confidentiality.