

University of Colorado, Boulder
Human Resources
Faculty and Staff Assistance Program (FSAP)

Disclosure Statement – Case Cycle and Surveys

- FSAP offers short-term employee assistance counseling services to all faculty and staff of the University of Colorado, Boulder campus.
- All UCB employees are eligible to receive 7 sessions of FSAP counseling per calendar year. The calendar year begins on the date that you meet with a counselor for your intake appointment. Your counseling sessions may be focused on work or non-work related situations.
- FSAP counselors manage cases on an event-specific basis. Therefore, you may choose to use 1 to 7 of your FSAP appointments on 1 event or multiple events. An ‘event’ may not be specific to an actual event or interaction but may be focused on managing emotions, managing a crisis, managing a health, family, or work situation, etc. However, at the close of each event (as discussed or determined between you and your counselor), your case will be closed. If you have FSAP sessions remaining at the time of case closure, you are still eligible to use those sessions but a new case will be started in your name when you begin using FSAP services again.
- FSAP counselors review open cases quarterly to determine need for case closure. If there has been no contact between you and your FSAP counselor for 90 days, your case will be closed. FSAP counselors will make an effort, when appropriate, to follow-up to notify you of your case closure. If your case is closed but you have not used all 7 FSAP sessions in a rolling* calendar year, a new case will be started in your name should you decide to return to FSAP for additional counseling sessions. It is possible that your case will be closed prior to 90 days if it is clear to and/or determined by your counselor that you will not return to FSAP in the near future for additional appointment(s) and/or it is more appropriate that services be provided to you by a provider outside of FSAP.
- Prior to your first FSAP appointment, including prior to a “re-start appointment” that takes place within your rolling intake year*, you will be provided with an email link for necessary intake documents and a pre-test survey. The intake documents will require 5 to 10 minutes of your time while the pre-test survey will take approximately 2 minutes to complete. You will also receive a post-test survey either in-person at your final session or via email at the close of your FSAP case. The final survey can be completed in 6 minutes or less. All client intake data is stored electronically with some exceptions when documents are stored on-site in paper files in locked file cabinets. Paper files are destroyed after 7 years. Electronic files will be deleted after 7 years.
- Pre- and post- test data will be collected via Qualtrics by the University of Colorado, Boulder Office of Performance Improvement (OPI). OPI will not have access to any individually identifiable information. Your survey responses will remain confidential. FSAP will have access to only aggregate survey data (not your individual survey responses). You may choose to opt out of pre- and post- test evaluations by simply not completing the pre- and/or post- test surveys. The availability of FSAP services will not be limited or changed if you opt out of providing survey responses. The pre- and post- test surveys will be utilized solely for the purposes of program and counselor evaluation.

***Re-start** – A re-start appointment is an appointment that takes place after a case has closed but prior to the end of your “rolling” intake date; **rolling intake year** – Clients are eligible for 7 appointments within a ‘rolling year’. A ‘rolling year’ starts on the date of your intake appointment and ends 1 year following your intake appointment date. The tally of your use of 7 sessions starts on the date of your intake appointment, not on your date of hire and not on the fiscal or calendar year cycles. Each time you seek counseling from FSAP, you have access to seven counseling sessions within 1 year of that ‘event’ intake date.