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Director, Faculty/Staff Help Center

Is the Help Center phone line open 24/7 for mental health issues? Who answers?
The Faculty Staff Help Center (FSHC) phone is answered 9-5, with counseling appointments available 8 - 6 (10 free sessions offered). The phone is answered by our non-clinical office staff to help with questions or to schedule appointments. In addition to the Faculty Staff Help Center, Hospital-employed staff and faculty can contact the 24/7 Value Options Employee Assistance program at 866-248-4094. University-employed staff and faculty can call Kaiser (if covered through Kaiser) or the mental health number on the back of their insurance card. Additional referral sources can be found on our web site at helpcenter.stanford.edu.

What are the rules of confidentiality? Does anyone in an employee's department find out about the call?
The FSHC services are strictly confidential (except in legal reporting situations of child/elder abuse, or danger to others). Absolutely no information leaves the FSHC without written consent from the client.

What if an employee's family member is depressed?
If a family member needs support, either they can come in (the benefit is for family members through age 26) or the concerned person can call or come in for some counseling about how to manage the situation.

How does someone choose a counselor?
We have psychologists, MFT's and LCSW's on our staff and while we are all generalists with many years’ experience, we do have different areas of interest that might best meet particular needs. Go to our web site at helpcenter.stanford.edu and look at the staff profiles.

Besides the FSHC on campus, is there a Help Center office at the medical center?
In addition to our main offices on campus in the Mariposa house, the FSHC has an office in the main hospital as well as at SLAC and in an office in San Jose.

What if a person would like to talk to someone outside of the FSHC?
If for whatever reason someone would like to be seen in their own community, we are happy to help with referrals. You can just give us a call at 723-4577 and we can give referrals over the phone.
What if a person doesn't know whether the FSHC is the right resource for their issues?
If you are not sure whether the FSHC is the right place for you, please don't hesitate to give a call and we will have a counselor speak to you about what you are looking for and make recommendations.

Any last thoughts?
Many people come just once or twice to get help with a specific issue. Others come for the 10 session benefit and might refer out for further support, but whatever the situation we hope that you take advantage of what many call Stanford's best benefit.