

## Employee Assistance Program Components

**Dedicated Helpline:** Toll-free number for 24-hour/365 day access to screening and triage by licensed behavioral health professionals

**Assessment and Referral:** In-person or telephone assessment for appropriate referral to EAP, health plan, or community services

**Short-Term Counseling Model:** Counseling available in-person or by telephone for employees and their benefit-eligible dependents; up to (6) six sessions per incident

**Health Coaching (Optional):** Telephone sessions for employees and their benefit-eligible dependents for wellness and lifestyle issues; up to (6) six sessions per issue

**Legal and Financial Referrals:** Referral for face-to-face and telephonic consultation on a wide range of legal and financial issues plus online resources including Provider Directories

**Family Resource Service:** Extensive online resources and national provider Directories for child and elder care services

**Work-Life/Wellness:** Interactive online resource for emotional and physical health, legal, financial, family life, and personal growth

**Online Health Risk Assessments:** Tools to determine health status

**Manager/Supervisor/HR Telephone Consultation:** Discussion with an EAP clinician regarding concerns about employee situations

**Formal Management Referrals:** Structured process for dealing with employee performance issues

**Crisis Management Services:** Emergency on-site support

**Orientation:** Comprehensive initial program including on-site sessions

**Training:** Additional hours of on-site orientation and training every year

**Account Management:** Your EAP liaison to provide promotional materials, ongoing consultation, and program evaluation

**Utilization Reports:** Provided Quarterly

**Promotional/Educational:** On-going materials to promote utilization

**Discounted Fees:** On additional services including Department of Transportation/Substance Abuse Professional referrals and human resources consulting such as Fitness for Duty Evaluations, Organizational Development, and Mediation Services

**Interactive Web Site:** On-line services for the EAP and comprehensive work-life resources