



## PROPOSED EAP PROGRAM COMPONENTS

- **Dedicated Helpline:** Toll-free number for 24-hour/365 days access to screening and triage by licensed behavioral health professionals
- **Assessment and Referral:** Facilitating access to the EAP, appropriate community resources or the health plan
- **Short-Term Counseling Model:** Face-to-face sessions for employees and their benefit-eligible dependents, per incident per year
- **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 legal and financial *Provider Directories*
- **Family Resource Service:** Online resources including articles, videos and personal assessments on a wide range of family-centered issues. National *Provider Directories* for health care, schools, eldercare and childcare are also included
- **Work-Life/Wellness:** Comprehensive online resources in the areas of emotional and physical health, legal, financial and family topics, and personal growth
- **Manager/Supervisor/HR Telephone Consultation:** Discussion with an EAP clinician regarding concerns about employee situations plus online resources
- **Formal Management Referrals (FMR) and DOT/SAP:** Structured processes for dealing with employee performance issues
- **Orientation:** Comprehensive initial program including up to TEN on-site sessions for employees and Supervisory Training
- **Training:** Additional TEN hours of on-site orientation and training every year for Full-Service EAP
- **CICI (Critical Incident Crisis Intervention):** Emergency on-site support, up to TEN on-site sessions per year
- **Promotional/Educational:** On-going materials to promote utilization
- **Reports:** Quarterly utilization reports
- **Account Management:** A liaison to provide promotional materials, ongoing consultation and program evaluation
- **Interactive Web Site:** On-line services for the EAP and comprehensive work-life resources
- **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