



Employee Assistance Program

Employee Services

Learning Objectives

- Discuss the features and types of services available through the Employee Assistance Program.
- Define eligibility criteria.
- Learn details about services available through the Employee Assistance Program.

Features

- Easy to use
- Voluntary
- Paid by the State of California
- Broad range of services
- Confidential



Types of Services



- Emotional health (Face-to-face and Tele-EAP coaching)
- Work and life (Face-to-face and telephonic)
- Resources and information (Online)

Access – 24/7/365

Eligibility

Active state employees, their lawful spouse or registered domestic partner, and unmarried dependent children.

Children (natural, adopted, or step children) under age 23, or any age if incapable of self-sustaining employment due to mental or physical disability.

Dependent children in the military are not eligible.

Employment Category and Benefit Level 1 (July 1 – June 30)

- Bargaining Unit 5 and 7 employees
- Exempt, managerial, supervisory, and confidential employees of the California Highway Patrol
- Employees, managers, supervisors and confidential employees in Bargaining Units 6, 7 and 8, including seasonal and intermittent firefighters.
- 7 sessions per problem type for employees
- 7 sessions per problem type for spouse or registered domestic partner
- 7 sessions per problem type total for dependent children

Employment Category and Benefit Level 2 (July 1 – June 30)

- All California Highway Patrol, Department of Forestry and Fire Protection (State Fire Marshall), and Department of Corrections and Rehabilitation employees (unless listed in Level 1)
- 3 sessions per problem type total, shared between employee, spouse or registered domestic partner and children

Employment Category and Benefit Level 3 (July 1 – June 30)

All other employees

- 3 sessions total for employee*
- 3 sessions total for spouse or registered domestic partner and children*

*Level 3 sessions are by total, not by problem type

Problem Types

- Substance abuse
- Alcohol abuse
- Marital & family issues
- Emotional, personal & stress concerns

Common Reasons People Use EAP Services

- Manage stress
- Relationship difficulties
- Conflict with a supervisor or coworker
- Help to cope with change
- Anger issues
- Alcohol or drug problems
- Sleep disturbance
- Grief and loss
- Depression
- Lack of support
- Anxiety
- Work-life balance concerns

Confidentiality

- Strictly maintained as required by law.
- Legal exceptions:
 - child or elder abuse
 - intent to commit homicide or suicide
 - court order

Work-life Services

- Legal Consultations
- Financial Consultations
- Child care
- Elder care
- Identity Theft Recover Services
- Educational and Career Development Services

Legal Consultations

*Up to 60 minutes per session, face-to-face or telephonic.
25% off hourly rate if you retain their services.*



- Family issues, criminal issues
- Estate planning/wills/trusts
- Real estate, landlord/tenant
- Personal injury/malpractice
- Bankruptcy, small claims

Financial Consultations

*Designed to address budget and credit issues, and you are entitled to as many telephonic financial consultations as you need per separate financial issue.**



- Bankruptcy, credit card debt
- Budgeting
- First-time home buying, foreclosure prevention
- Retirement planning
- College fund planning

* Up to 60 minutes per session

Child Care

Up to 30 minutes per telephonic consultation session.

- Assess your needs
- Referrals to child care providers
- Identify community resources
- Learn what to look for
- Helpful resources for:
 - Child care
 - Adoption
 - Child development
 - Special needs programs
 - Pre/postnatal care resources
 - Nanny-finding services
 - Summer programs

*These services do not count against your clinical sessions.



Elder Care

Up to 60 minutes per telephonic consultation session.

- Needs assessment
- Referrals to elder care providers
- Identify community resources
- Evaluate financial and emotional stresses
- Review techniques to monitor/evaluate
- Helpful resources for:
 - Elder/hospice/respice care
 - Medicare and Medicaid
 - Retirement
 - Transportation and meals
 - Home safety
 - Medication reminder services, etc.

*These services do not count against your clinical sessions.



Identity Theft Recovery

60 minutes per telephonic consultation

- Consultation with a highly trained Fraud Resolution Specialist™.
- Assistance with restoring identity and good credit.
- Assistance with disputing fraudulent debts related to identity theft.
- Guidance on preventative steps to help avoid future identity theft.

Education and Career Development Services

- Member and dependents
- K-12
- College and graduate school
- Continuing education
- After-school programs
- Financial aid—loans, grants, scholarships, etc.



These services do not count against your clinical sessions.

What's New

- Tele-EAP coaching
- Online EAP registration
- Convenience Services
- Live chat
- Web-based confidential care
- CaféWell Health and Wellness tools



Tele-EAP Coaching

- Call your toll-free number to request a coaching session
- A first step to receive support you need
- Unlimited coaching
- Coaches are available (8 a.m.- 4:30 p.m. CT)
- Coach can assist you to develop a personal action plan

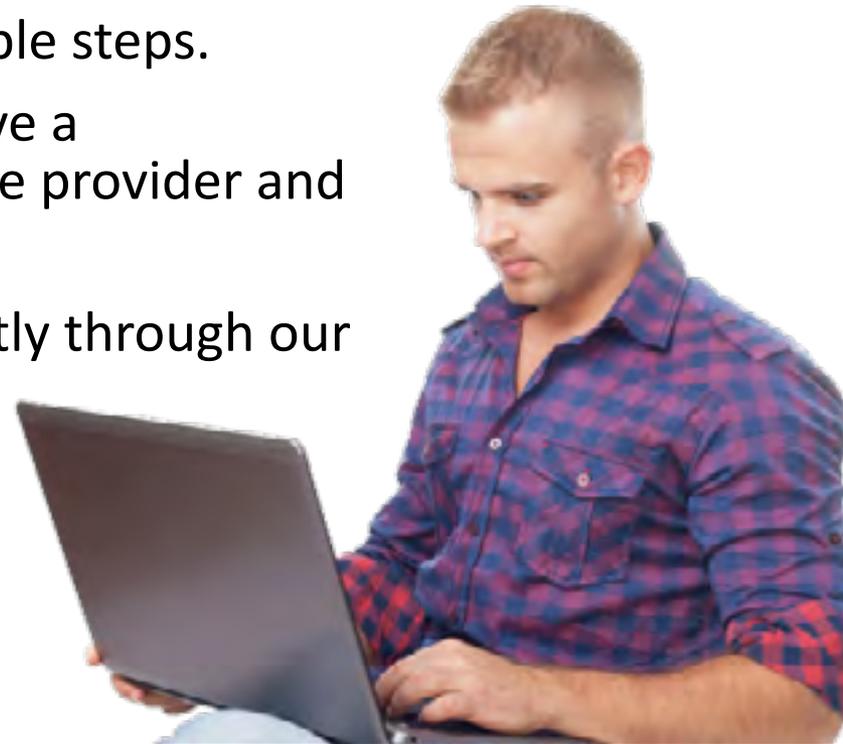


Online Registration and Provider Search

Confidential accessibility 24 hours a day, 7 days a week

- Online EAP registration allows for:
 - No need to call the 800#.
 - Get the help you need in a few simple steps.
 - Locate a provider quickly and receive a confirmation allowing you to call the provider and schedule an appointment.
- You can also search for a provider directly through our website. Providers are listed by:
 - Psychologist
 - Counselor

eap.calhr.ca.gov



Convenience Services

- Child care discounts
- Relocation
- Fitness centers/gyms
- Weight loss programs, etc.



These services do not count against your clinical sessions.

Live Chat

- The help you need is a click away with Live Chat
- Connect instantly with a online specialist confidentially
- Live chat about
 - Program details
 - Choosing a provider
 - Locating community resources
 - Dealing with depression
 - Loss of a loved one
 - Coping with stress
 - Preparing for counseling



Web-based Confidential Care

You have access to Web-based Confidential Care, self-guided online programs.

Web-based programs are available in the following areas:

- Depression
- Substance use
- Anxiety
- Insomnia
- Obsessive compulsive disorder

CaféWell Health and Wellness Tools

Have fun while getting fit

Get rewarded for actions and activities

Self-direct with tools and gaming

Talk openly with health coaches

Get recommendations through Health Risk Assessment

Feel secure managing health in private environment

Engage with peers, team-based activities, blogs

Health Risk Assessment (HRA)

By completing your HRA you will receive:

- An explanation of your important health risks.
- Recommended action steps for reducing your risks.
- Links to additional resources.



Confidential Accessibility

Available 24 hours a day, 7 days a week

- Health and wellness information
- Tools and calculators
- Podcasts and webinar recordings
- Self-assessments

Scenarios - Kim and John

Kim and John just married and blended their families.

How can the EAP help them?



Scenarios - Ravi

Ravi is feeling stressed at work and home.

How can the EAP help him?



Call the EAP

(866) EAP-4SOC (866) 327- 4762

eap.calhr.ca.gov

TDD (800) 424-6117*

For questions or assistance contact:

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*Translation in over 140 languages



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