

Employee Assistance Program

*More Benefits, **Better** Results than any other EAP.*

EAP Proposal

PREPARED FOR:

Special Districts Insurance Services

PREPARED BY:

Phil Downs

Vice President Client Services

(800) 535-4841 ext.610

phildowns@theeap.com

January 31, 2019



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Introduction

Your employees are your organization's number one asset.

Employee wellbeing and productivity are your top challenges.

In today's highly complex and challenging workplace, employers can't afford yesterday's solutions to employee problems. Public Safety EAP has redefined the Employee Assistance Program to meet the needs of today's workplace and to address challenges facing today's employers: building and retaining a productive, engaged, healthy workforce. Public Safety EAP, a division of ESI Employee Assistance Group, is the leader in providing employee assistance programs designed specifically to meet the unique needs of public safety personnel and their families.

PUBLIC SAFETY RESPONDERS ARE DIFFERENT

- ❓ They put their lives in jeopardy every day.
- ❓ They have different stressors.
- ❓ They are used to being in control.
- ❓ They wait longer than every other group to seek help for a personal problem that might impact job performance.
- ❓ They make decisions every day that could change their lives and the life of some other human being forever.

ESI is the only EAP to provide solutions to address workforce challenges that every Manager and Supervisor faces, as well as to offer resources specific to Public Safety personnel.

- ❓ **Employee Productivity Problems:** Each year, your employees lose an average of 3 weeks of productivity due to personal problems. That adds up to more than \$300,000 of lost productivity per 100 employees per year. **Solution: Employee Assistance Benefits.**
- ❓ **Employee Engagement Problem:** A recent Gallup study indicates that only about a third of U.S. workers are fully engaged at work. Among the two-thirds who are not fully engaged, there is an estimated per employee productivity loss of four weeks per employee per year. **Solution: Peak Performance Coaching and the ESI Hiring, Onboarding and Employee Engagement Resource Centers.**
- ❓ **Employee Health Problem:** Poor employee health habits result in over \$3,000 in lost time and direct health costs. Poor diet, lack of exercise, smoking and substance abuse are the primary drains. **Solution: Peak Performance Wellness Coaching.**

About ESI

Public Safety EAP is a division of ESI Employee Assistance Group. We have been delivering EAP services to public safety personnel all over the country since 1987. We currently administer the EAP benefit for 2,000 organizations and over 1,250,000 Members throughout the US, Canada and the Caribbean. We currently serve thousands of sworn police officers, firefighters, military personnel, state troopers, sheriffs, EMS personnel, correction officers, civilian staff and their families. Our understanding of the unique nature of public safety work and the people attracted to these professions allows Public Safety EAP to achieve consistently higher utilization rates than traditional EAPs.



Productivity Solution: Employee Assistance

ESI Delivers More Benefits and Better Results than any other EAP.

With employees losing an average of over 3 weeks of productivity each year, addressing productivity losses is critical. Assuming an average salary of \$50,000 per year, lost productivity can cost over \$3000 per employee, per year!

Our entire focus is on providing the most comprehensive benefits to make the largest possible impact on improving employee lives and reducing lost productivity cost. We offer more than twice the benefits of other EAPs. And we deliver three times the level of utilization of traditional EAPs.

We have conducted follow-up research among ESI members who accessed our EAP services to measure the impact of our superior benefit offering on the lost productivity per employee. The results of our study demonstrate that ESI reduces lost time at work by more than 23%.

Perhaps most important, over 98% of those who use the EAP report that they are satisfied with the experience and would use the program again. Bottom line: No other EAP offers this degree of help for employees, this level of productivity improvement or this kind of cost savings.

Employee Assistance Benefits and Services

Counseling Benefits

Members speak directly with our professional staff counselors 24-hours a day via a toll-free number. Every counselor has a Master's or Ph.D. degree. Staff counselors provide direct in-the-moment counseling when a Member calls and act as case managers when referrals are made to local counselors or other work-life or wellness resources, overseeing each case to its ultimate closure – regardless of the amount of time involved in assisting the Member.

All employees and their immediate family members are eligible for telephonic counseling and short-term, in-person counseling. Immediate family members are defined as spouse, children, life partner, or anyone who lives with the employee. Dependent children up to age 26 are also covered. Our EAP provides multi-lingual and multi-cultural counseling as well as services for the hearing impaired. Counselors offer help with these and other issues:

- Family
- Emotional Issues
- Stress
- Depression
- Anxiety
- Mental Health Issues
- Marital/Relationship Issues
- Loss and Grief
- Parenting Issues
- Family Violence
- Life Changes
- Anger Management
- Job Related Difficulties
- Alcohol and Substance Abuse



Clinical Network

ESI has more than 40,000 licensed clinical counselors available to serve Members nationwide. All counselors in our diverse, multi-cultural network must meet the following criteria to qualify to serve ESI Clients and Members:

- Appropriate professional degree, state licensing, credentials, certifications, (PhD, MSW, LCSW, CADAC, SAP, LMFT, LPC)
- Ability to see Members in 3-7 days of initial call or immediately if urgent
- Minimum of 5 years private practice experience
- Minimum of 20 hours of advanced continuing education per year, 2 hours of which must be devoted to ethics or legal considerations
- Documented professional liability insurance
- Covered on Member's insurance plan if long-term counseling is indicated

Work-Life Benefits

Work-Life Benefits are offered to assist Members with a wide variety of issues, including:

- Daycare/Child Care Services
- Elder Care Services
- Real Estate Issues
- Coping with Change
- Estate and Probate Concerns
- Co-worker Relationships
- Living Wills
- College Funding Consults

In addition, specialized legal and financial resources are available.

Legal: Professional legal services are provided for issues unrelated to employment or medical concerns. Members are eligible to receive a free 30-minute legal consultation per legal issue with an attorney. Should a Member need to retain an attorney, a referral is made to a private attorney who specializes in the discipline of need. A 25% discount is applied to legal services billed at an hourly rate if the attorney is retained.

Financial: Members may request financial counseling with a professional financial planner to discuss retirement planning, college funding or other financial concerns.

Debt Issues: Comprehensive professional credit counseling is available to assist employees in developing a budget and in debt restructuring.



Caregiver Benefits

Over 50 million Americans are faced with the challenge of being a caregiver. Caregiving can be one of life's most challenging issues. With **Caregiver Benefits**, Members access counselors with special training for help finding local resources and information on medical and home care needs.

Adoption Benefits

With **Adoption Benefits**, Members access an adoption counselor to get help through the various stages and types of adoptions. Members receive an adoption guide and referrals to adoption agencies, attorneys and adoption support organizations. The adoption specialist is available throughout the adoption process.

Special Needs Benefits

ESI also provides **Special Needs Benefits** for Members who have a child with special needs. A special needs counselor conducts a full needs assessment, discusses options, makes referrals to community resources, and provides ongoing counseling and support.

Personal Assistant

Everyday issues can disrupt an employee's productivity. Members can call or email ESI's **Personal Assistant** for help with day-to-day problems. Help is available for hundreds of issues, including:

- Finding a local medical or dental provider
- Consumer law and consumer rights
- Scholarships and financial aid
- Summer camp options
- Real estate and rental issues

Information Resources

Many Member problems benefit from self-help resources instead of, or in addition to, counseling. **Information Resources** are available for thousands of topics. A sampling of subjects includes:

- Adoption Matters
- Automotive Purchases
- Cancer Information
- 800,000 Child/Elder Care Providers
- Extensive Legal Library
- Harvard Medical Reviewed Articles
- Over 900 Health/Wellness Videos
- Over 150 Financial Calculators
- Separation & Divorce
- Smoking Cessation
- Weight Loss
- Wills & Living Wills

Members can access the Information Resources Benefit directly at our website www.PublicSafetyEAP.com or may request information by telephone and have it mailed to them.



Public Safety Resource Centers

We offer several Resource Centers of specific Public Safety topics that Members have asked about or suggested. These centers are curated lists of links to resources to timely topics.

- **Challenges of Military Deployment & Homecoming** – Topics include: Family Resources; Service Members & Veterans; Problems; Dealing With Disabilities; Resources for Employers
- **Budget Helpers for Public Safety Personnel** – Topics include: Special Offers & Discounts; Technology & Media Tools; Financial Services & Assistance; Grants and Assistance; Professional Development Opportunities
- **Mental Health Issues for First Responders** – Topics include: Critical Incident Stress Management; Dealing with Depression; PTSD; Substance Abuse; Suicide Prevention; Quick Tips – Tip Sheets & Handouts
- **Social Media for First Responders** – Topics include: Applications & Platforms; Recommended Blogs; Guides, Articles & News; Wireless Public Safety Network
- **Public Safety Family Matters** – Topics include: Support Networks; Reading Room: Books & More; Home Safety Matters; Family, Parenting & Children's issues; In the Line of Duty: Resources for Surviving Family Members

Tools for Tough Times

Tools for Tough Times is an informational benefit designed to help Members cope with today's tough financial pressures - whether it be finding a rideshare program, learning how to avoid foreclosure, finding a heating assistance program, tapping into ideas for saving money at the grocery store or cooking meals for less. Our tools are designed to provide a wealth of resources to help Members do more with less, and include helpful information on:

- Mortgages and Home Ownership
- Financial Tools
- Debt and Money Problems
- Gas and Driving
- Heating and Home Energy
- Frugal Living

Pet Information

Nearly two-thirds of all U.S. households have a pet and 50% of pet owners indicate that they consider their pets to be family members. We assist Members in solving everyday pet-related problems. Whether choosing or naming a pet, finding a vet, locating hotels that allow pets or solving pet behavioral problems, we can help. We've compiled an online **Pet Help Resource Center** offering links and articles on a variety of pet-related matters. Our pet care specialists can answer questions regarding pet health, behavior and training.



ESI Training & Personal Development Benefits

The **ESI Training Center** is a comprehensive resource offering a variety of online training options designed to help employees grow and develop in both their work and personal life. The trainings are designed to offer development resources to employees at all levels of the organization, from line staff to supervisors to middle and senior managers. Hundreds of trainings cover compliance issues, personal and professional development, customer sales and service, management trainings and more. Some of the trainings include:

Personal Development

The **Personal Development Program** is designed to help employees balance their work and personal life. Offering tutorials, exercises and worksheets, the program helps employees assess personal skills, objectives and goals. In addition, there are dozens of training modules to help employees develop their skills in a host of work and life areas. Just some of these include:

- Business Writing Basics
- Avoiding Burnout
- Achieving Personal Goals
- Guardianship Decisions for the Elderly
- Managing Stress
- Managing Disagreement
- Effective Communication
- Coping with Grief and Loss
- Presentation Skills
- Balancing Work and Family
- Time Management
- Developing a Child's Critical Thinking

Personal Finance & Education Center

The **Personal Finance & Education Center** includes more than 200 online courses covering a wide range of money issues. Just some of the topics covered are:

- Financial basics – budgets, savings, debt, credit
- Financial planning for today and tomorrow's needs
- Goal setting and saving for the future: retirement, home buying, education
- Understanding and dealing with debt; getting out of debt
- Investing – stocks, bonds, funds, creating balanced portfolios and managing risk

Management Academy

The **ESI Management Academy** is an entire curriculum of online training programs that promote the key management skills every manager needs to succeed in a supervisory role. Certificates are available for those who complete the training modules. There are 46 courses arranged in the following four curriculum levels:

Level 1: Regulatory Compliance - addresses regulatory issues
(the compliance trainings are also provided in an easy-to-use video format)

Level 2: Core Competencies - addresses key skills in communication, performance management and personal productivity

Level 3: Advanced Supervisory Skills - builds competence in key areas such as motivation, employee conflict, attitudes and managing change

Level 4: Team Leadership - builds team management skills



Productivity Solution: Employee Assistance

Onsite Training

ESI can also provide **Onsite Training**. *Additional charges may apply*. Seminar topics include:

- Harassment and Discrimination Prevention (Supervisor and Employee version)
- Violence Prevention in the Workplace (Supervisor and Employee version)
- Balancing Work & Personal Lives
- Excellence in Colleague Communication & Customer Service as a Team
- Drug-Free Workplace Training and Compliance
- Federal DOT Supervisory Training
- Stress and Resiliency
- Building Effective Work Teams for Managers
- Effective Communication
- Emotional Intelligence in the Workplace

Online College Tuition Discount Benefit

ESI EAP is able to offer discounts for Online Degree and Certification Programs at premier higher education institutions such as the **University of Notre Dame, Michigan State University and Villanova University**, to name a few. Members and their families can earn discounts on hundreds of courses for professional certifications or towards an Associate, Bachelor or Master's Degree from a regionally accredited university online.

Wellness Resource Center

ESI provides a **Wellness Resource Center** containing the latest, most reliable articles, videos and self-assessments for dealing with stress, diet, fitness and smoking. As employees increase their knowledge and understanding of these topics, they can greatly reduce their health risks and increase their overall wellbeing. All employees of the organization and their immediate family members are eligible to utilize these valuable resources. Included in the Wellness Resource Center is a General Health Risk Assessment to help Members evaluate their present health status. Through a series of confidential questions and information gathering, recommendations are made for health improvements.



Lifestyle Benefits

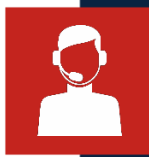
Lifestyle Benefits include a menu of value-added wellness and personal development services designed to enhance a Member's quality of life. By harnessing the aggregate power of hundreds of thousands of Members, we are able to negotiate special rates and discounts. Available benefits may vary by season and geography and are accessible from ESI's website or by calling our 800 number. Some of the benefits that we currently offer include:

- LA Fitness® and HealthTrax®
- Weight Loss through Nutrisystem® and Jenny Craig®
- Nutrition analysis through Apex Nutrition/Fresh Fit Life, LLC®

Stress Assessment and Services

Virtually every employee suffers from some degree of stress. Employees with acute stress can enter a specialized **Stress Assessment** and remediation program. The program components include:

- A thorough assessment
- Identification of critical stressors
- Counseling intervention
- Stress reduction strategies tailored to the Member's specific needs



Engagement Solutions: Peak Performance Coaching

ESI is the only EAP to offer an entire menu of coaching programs, resources, and training to stimulate employee engagement. These benefits are designed to improve the performance of not just some but all of your employees. The result: Employees report improved personal and professional performance at work and at home; and overall employee engagement is improved.

These benefits include one-on-one telephonic coaching from Certified Coaches combined with structured, online trainings. Coaching is delivered by Masters or Ph.D. level Coaches in scheduled telephonic coaching sessions to review key concepts of the trainings and implementation of skills. Coaches use a solution-focused approach to improve current and future performance.

Peak Performance Coaching Benefits and Services

Certified Financial Coaching

In recent studies, four out of five employees report significant financial stress and three out of five say that it affects their ability to focus while at work. Our **Certified Financial Coaching** helps Members to address budgeting, credit, debt and money management issues. And because our Coaches are also Behavioral Health Clinicians, they are experienced in change management and in addressing the stress, family problems and mental/emotional issues that often accompany financial problems. The Certified Financial Coaching benefit has three core components: telephonic **Financial Coaching** provided by certified professionals, **Financial Assessments** and **Financial Education**. The Financial Education component includes more than 200 Personal Finance and Investing courses available online 24/7.

Balancing Life at Work and Home Coaching

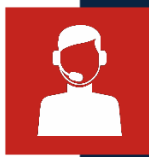
Senior Counselors and SPHRs work with Members on making the most of family life while learning to succeed at work. Coaching includes one-on-one telephonic coaching and support.

Resilience Coaching

Senior Counselors and Wellness Coaches work with Members to recognize their personal strengths and improve resilience as they face life challenges. Coaches direct Members to specific ESI online trainings to assist in the coaching process. Coaching includes one-on-one telephonic coaching and support.

Effective Communication Coaching

Senior Counselors and SPHRs work with Members in the essential areas of understanding the communication process, sending clear and consistent messages, and listening to understand. Coaching includes one-on-one telephonic coaching and support.



Certified Student Debt Coaching

Certified Student Debt Coaches help Members address issues related to student loans, including Federal Student Loan types, repayment plans, deferment and forbearance, loan discharge and default, rehabilitation and consolidation. Coaching includes one-on-one telephonic coaching and support.

Home Purchase Coaching

Certified Financial Coaches help Members with the home buying process, credit and financing basics, and avoiding delinquency and foreclosure. Coaching includes one-on-one telephonic coaching and support.

Yoga & Relaxation Coaching for Beginners

Wellness Coaches assess Member needs, provide support and refer to the appropriate yoga, relaxation or meditation training program. Coaching includes one-on-one telephonic coaching and support.

Workplace Conflict Coaching

Senior Counselors and SPHRs guide Members on strategies to adopt interpersonal methods to resolve conflict. Coaching includes one-on-one telephonic coaching and support.

Retirement Coaching - (available October 2018)

Certified Financial Coaches with special retirement planning expertise help Members address the practical and emotional aspects around retirement. Coaching includes one-on-one telephonic coaching and support.

Succeeding as a Supervisor Coaching - (available October 2018)

Senior Counselors and SPHRs work with your supervisors on key management concepts for achieving organizational goals and developing and empowering employees. Coaching includes one-on-one telephonic coaching and support.



Employee Health Solution: Peak Performance Wellness Coaching

While your EAP provides a self-help wellness benefit, Wellness Coaching provided by certified Wellness Coaches has been demonstrated to boost engagement and results. More than 65% of those engaging with a Coach say they have achieved their wellness goals.

This benefit provides your employees and their families the opportunity to make positive changes that will yield health benefits for them and bottom line relief for you. Members get coaching assistance from an integrated team of Certified Wellness Coaches and Behavioral Health Clinicians for the mental and emotional challenges each employee must overcome to improve their physical health.

Members can call to talk to a Wellness Coach on an unlimited basis. Each Member who calls is scheduled to speak with a Wellness Coach who helps assess and determine the Member's needs and goals and begin to set benchmarks for progress to reach those goals.



EAP Administration: Orientation and Engagement

EAP Member Orientation

An employee assistance program that is not used is not useful. Utilization begins with employee awareness. A well-planned installation and continued awareness campaigns will have a direct impact on the level of engagement. ESI provides comprehensive employee orientation and communications.

We provide a session to explain the EAP benefits in a way that does not disrupt normal operations. Depending on the size of the organization and the availability of employees and supervisors, orientations are delivered via web conference meeting, online orientation videos for both employees and supervisors, and onsite group meetings. Employee information sessions cover the following:

- Detailed description of the EAP benefit and services
- Example of how EAP can assist employees in resolving personal, family and work-related difficulties
- Description of the major EAP components: Personal and Family Counseling, Financial, Legal, Work-Life, Wellness, Dependent Care, Career Development, Information Resources, and Lifestyle Benefits
- How to use the program; 24-hour availability
- In-depth explanation of confidentiality

EAP Supervisor Orientation

Supervisor involvement is essential in the integration of ESI into the workplace culture. Once these key individuals thoroughly understand the full range of services available, they can proactively refer employees before job performance is affected by personal problems. Supervisors are also educated on the most effective ways to manage employee behavior concerns once job performance is impacted. Supervisor training and online videos are an integral part of the EAP installation. Supervisor and manager training sessions include:

- The role of the EAP
- Identification of troubled employees
- Effective intervention techniques
- Conducting an administrative referral
- Return-to-work strategies
- The benefits of promoting the EAP in a positive manner



EAP Ongoing Communication and Engagement

A Continued Awareness Campaign is recommended and, on a regular basis, ESI provides a wide variety of high-quality video, hardcopy and electronic materials to promote continued awareness and maximize engagement of the program. The continued awareness campaign includes:

- Brochures
- Monthly Newsletters
- Wallet Cards
- Payroll Stuffers
- Posters
- Table Top Displays
- Video Presentations
- New Benefit Announcements

Automated Digital Communications

ESI's proprietary Automated Digital Communications (ADC) system allows ESI EAP to engage in periodic email communications with Members. Utilization is the key to maximizing the effectiveness of your EAP by helping employees to resolve issues and distractions that hinder productivity. At ESI EAP, we achieve superior levels of utilization - more than double that of traditional EAPs - through regular Member communications about services and benefits. Our e-communications supplement a host of traditional communication tools from brochures, posters, table tents, and videos.

EAP Mobile App

Members have the convenience and privacy of 24/7 access to all EAP benefits and services at their fingertips wherever they go via the EAP smartphone app. Members can download the free EAP App for iOS (Apple) and Android.



Manager, Supervisor and HR Services

Human Resource Consultations

Unlimited **HR Consultations** are available for complex employee issues. Managers may contact our clinical staff or our certified SPHRs (Senior Professionals in Human Resources) for counsel on virtually any human resource issue. SPHRs keep up-to-date on various employment matters such as FMLA, ADA and Workers' Compensation.

Trauma Response

Through our **Trauma Response** services, ESI has trained counselors and other certified personnel ready to respond to the needs of your organization should your personnel experience a traumatic situation at work. Staff counselors are trained to consult and triage with management to assess employee needs during a critical situation.

Counselors include grief and trauma specialists as well as team members certified in basic and advanced critical incident stress management. Trauma Response services include:

- Threat of deadly force against an employee
- Workplace accident involving serious injury or death of an employee
- Workplace violence
- Witnessing a suicide or suicide attempt

Responses include on-scene deployment, telephonic counseling and private counseling as well as group debriefings.

Administrative Referral

The Administrative Referral is a formal process to address employee policy violations and unacceptable job performance, such as repeat absenteeism, negative interpersonal interactions, substance abuse violations and performance issues that could be improved through Coaching and Training.

This process is geared to work in tandem with HR to save valuable employees. It should be used in conjunction with a progressive discipline process. When facing an employee performance problem, supervisors should consult with an EAP Clinical Counselor to determine the best approach from options that include Counseling, Coaching, and Training. This consultation should be done before referring the employee so the EAP Counselor can help structure the formal referral interview and offer guidance for necessary forms. The EAP will work closely with the referring supervisor or manager during and after the referral process, providing complete case management and corrective counseling to closure.

When presented with facts concerning their performance, most employees cooperate with the Administrative Referral. According to our records logged over 26 years, approximately **65%** of referred employees who are physically and psychologically fit for duty have made successful job recoveries.



Supervisor Resource Center

ESI provides an online **Supervisor Resource Center**. This section of our website contains copies of forms, policies, articles and other tools designed to help develop people management "best practices" and compliance-related issues. An extensive array of articles and Web resources from leading experts are also available to help you solve the everyday problems that are encountered when managing people.

Some of the key HR topics covered in the Supervisor Resource Center are:

- Recruiting, Hiring, Interviewing and Onboarding
- Maximizing Employee Engagement
- Family Medical Leave Act (FMLA)
- Workplace Violence and Harassment Prevention

Other topics in the Supervisor Resource Center include:

- Administrative Referrals
- Affordable Care Act Toolbox
- Crisis Management
- DOT Testing
- Employment Practices
- Grief and Loss
- HR Humor
- HR Trends
- Industry Publications
- Mental Health Matters
- News and Views
- Regulatory Matters
- Supervisor Consultation
- Termination Checklist
- Workforce Management
- Workers' Compensation

Drug-Free Workplace

Many organizations recognize the need for a **Drug-Free Workplace** program. Other employers that are regulated by the US Department of Transportation (DOT) are mandated to conduct drug and alcohol testing programs. ESI provides services to meet both needs.

Drug-Free Workplace online training and policy development assistance is available. In addition, there is a complete online DOT compliance resource available that includes all compliance issues and online supervisor training. **Our online training curriculum was the first in the nation to be approved by DOT.** There is no additional charge for these services. However, should an employee test positive for drugs or alcohol, the cost of a referral to a certified Substance Abuse Professional (SAP) is not covered.

HR Web Café

HR Web Café is ESI's workplace blog about employment issues, people matters and work trends. New posts are also compiled and emailed to key HR personnel on an ongoing basis. A sampling of recent blog postings includes:

Your odds of an employment lawsuit – and what it would cost; Sexual harassment in the #MeToo era; HR news roundups; The risks of using Social Media in recruitment; The changing marijuana legal landscape; How laughter helps us cope; Workplace fatalities; Religious discrimination and accommodation; FMLA Tools, Tips and



ESI Accountability

Confidentiality

Every employee who uses the ESI program does so in confidence. **Confidentiality** is always maintained except in cases where there is a legal obligation to intervene, such as in the case of child or elder abuse, a serious threat of harm to self or others, or threats of workplace violence.

Privacy is maintained for all PHI (Protected Health Information). Only those responsible for delivering, maintaining and paying for services provided have access to this PHI. No PHI will be disclosed to any third party other than those mentioned without written authorization unless required by state or federal law, or when there is a threat of harm to the Member or another.

Activity Reports

A primary way of assessing the effectiveness and value of the EAP is to track the rate and consistency of program utilization. ESI generates detailed online EAP statistical **Activity Reports** on a monthly basis. These reports reflect referral statistics categorized by presenting problem and actual units of service rendered. EAP online training reports include course title, employee name and date of completion. To maintain confidentiality, other EAP monthly reports are statistical in nature.

Quality Assurance Program

ESI maintains the most rigorous Quality Assurance Program in the EAP industry. Below are the key elements of our QA process.

Proprietary Network: ESI's proprietary national network of local private-practice clinicians is a key component of our Quality Assurance Program. At program inception and each renewal thereafter, our Network Analysts undertake thorough measures to match the ESI network with your organization's requirements for local providers to ensure your employees and their families have convenient access to providers located close to where they work and live. In addition to availability of a complete array of clinical expertise, we also confirm that each network provider accepts the health insurance offered by the employer. This comprehensive formula enables ESI to provide a convenient and highly personalized referral to the local counselor who is best-suited to help the Member with their specific issue—ultimately resulting in faster problem resolution for the Member.

Provider Review: Providers are continuously assessed during the case management process. Every case manager is required to identify and report any clinical practice issues. In addition, providers and facilities are evaluated continually with the help of our Member feedback and a stringent re-credentialing process timed with every license renewal. Senior counselors review the assessment forms submitted by our providers and any concerns are reviewed by a supervisor immediately.

Member Satisfaction Research: A participant survey is discretely provided to every Member who receives personalized counseling services. Member names and contact information is optional. Members rate their EAP experience and are given the opportunity to make recommendations.

Peer Review: Staff counselors monitor and critique each other to foster an open collaborative environment which emphasizes the team approach to achieve the best possible outcome.



Weekly Clinical Staff Meetings: Staff counselors and supervisors meet on a weekly basis to discuss emerging trends, best practices, case review and to receive training.

Clinical Supervision: Clinical supervisors and our Chief Clinical Officer routinely review cases. A system of random case sampling and “in the moment” reviews are conducted with staff counselors. All administrative referrals, critical incidents and high-profile cases are reviewed concurrently with supervision while the staff counselors are actively working the case.

Problem Resolution: If a service issue or concern is brought to our attention, an Incident Report is created. The problem is immediately addressed by the Chief Clinical Officer who will initiate a resolution within 24 hours—usually sooner. All incident reports are reviewed by our Chief Operating Officer and our Chief Executive Officer to ensure the highest level of response has been provided to resolve the issue.

Money Back Guarantee

Your satisfaction is our primary concern. If at any point within the first 180 days following the effective contract date you are dissatisfied with the EAP for any reason, you may cancel the contract agreement and ESI will refund all money paid up to that point, minus the specific dollar amount paid for network counseling services.



SUMMARY

Included

Employee Benefits and Services

Counseling Benefits

- Sessions per issue per year: Up to 6
- Unlimited Telephonic Counseling ▪ Family Members Covered
- Masters & Ph.D. Level Licensed Counselors

Work-Life Benefits

- Legal ▪ Financial ▪ Caregiver Benefits ▪ Adoption Benefits ▪ Special Needs Benefits ▪ Personal Assistant
- Information Resources ▪ Public Safety Resource Centers ▪ Tools for Tough Times ▪ Pet Information

ESI Training & Personal Development Benefits

- Personal Development ▪ Personal Finance & Education Center ▪ Management Academy

Wellness Resource Center & Lifestyle

Benefits Stress Assessment and Services

Peak Performance Coaching Benefits and Services

- Certified Financial Coaching ▪ Balancing Life at Work and Home Coaching ▪ Resilience Coaching
- Effective Communication Coaching ▪ Yoga & Relaxation Coaching for Beginners ▪ Workplace Conflict Coaching
- Certified Student Debt Coaching ▪ Home Purchase Coaching ▪ Retirement Coaching ▪ Succeeding as a Supervisor Coaching

Certified Wellness Coaching

Administration Services

- EAP Member & Supervisor Orientation ▪ EAP Ongoing Communication and Engagement
- Automated Digital Communication (ADC) ▪ EAP Mobile App

Manager, Supervisor and HR Services

- Human Resource Consultations w/SPHR's ▪ Administrative Referral ▪ Supervisor Resource Center
- Drug-Free Workplace ▪ HR Web Café

Trauma Response 2 free per year (\$250 per hour thereafter)

ESI Accountability

- Confidentiality ▪ Activity Reports ▪ Quality Assurance Program