Employee Assistance Program (EAP)

What a Bright Idea!

Help for those times when it’s most needed

Denise Casinelli
Anthem EAP
What’s the EAP all about?

Everyday problems and concerns in living that affect the quality of our work and family life
EAP offers you and your employees

- Support for a wide range of personal and work-related problems
- A safe, neutral setting to discuss any issues confidentially
- A place to begin sorting through an issue to begin problem solving and creating an action plan to provide relief
- Resources that focus on emotional health and well-being of employees and families
Anthem EAP
The Resources to Make a Difference

Anthem
EAP

Counseling

Work - Life

Legal & Financial

Elder & Child Care

Convenience Services

Tobacco Cessation

Trainings

Critical Incident Response (CIR)

Manager Consult

Supervisor Referral

The WellPost

myStrength

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Question:
Due to the recent fire disaster in my county, I’m having trouble focusing and not sure how to request or verbalize my specific need or service. Is there a trained clinician who can help me figure out what service would benefit my situation?

Answer:
Absolutely. All EAP staff are well trained in assisting callers to determine which EAP services offered might be the most important to start with. Just ask to speak to a counselor anytime and you will be transferred immediately.
The EAP is:

- Offered to employees & household members
- No cost to participants
- Confidential service
- Voluntary program
- Available 24 hrs./7 days

Call 800 999-7222
Question:
What information do I need to have on hand when I call the toll free number or go online to anthememp.com?

Answer:
Nothing! Just find a private time to make the call. You’ll be asked your name, the District your work for and other demographic information.

You will be given all the information you’ll need to get support during your call.

It’s that easy.
Question:
Can you explain how to request the EAP intake representative direct on how to secure research services?

Answer:
The intake representative can work with you to determine your needs and how the EAP can best assist you. Based on your needs, you will be guided by that representative to the next step.
Counseling Services

- Employees can request confidential assistance and referrals to local EAP providers for up to 6 face-to-face visits, per problem situation, at no charge
  - Stress
  - Anxiety and depression
  - Work issues and concerns
  - Relationship problems (marital, partner)
  - Family concerns
  - Parenting problems
  - Addiction questions and concerns about drugs, alcohol, internet, shopping, gambling, etc.

- Nationwide network
  - 12,000+ EAP contracted providers
  - Licensed master’s or PhD level

- Special services (e.g. hearing impaired and languages)
Can you give me an idea of how I would reach out to the providers that the EAP representative has recommended?

If you prefer to schedule your apt., you’ll be provided a list of EAP counselors in the geographical area requested. Take the list and begin calling counselors to find one you like and who can meet your scheduling needs. Just tell the provider that you’re calling to schedule an EAP appointment.

What should I expect when I talk with a clinician to schedule my appointment?

You’ll need to leave a message as therapists schedule clients on the hour with breaks to return calls. Leave a message with the dates and times you’re available to meet and your permission to call back and leave messages on the phone number you provided. When the counselor calls you back to schedule, feel free to ask any questions about the counselor or their practice before proceeding with scheduling. If you prefer another therapist after the first meeting, call the toll free number back and we’ll set you up with another provider. We can also schedule the appointment for you, if you prefer.

If my challenge is work related, how can I be sure that my appointment is confidential?

The EAP is a completely confidential service. No identifying information is ever provided to the District. A written consent signed by the participant is required by the EAP can release any information.

Can the EAP help find local resource information? For instance could the EAP find information about local support groups for people dealing with grief, loss and/or emotional issues due to the fire disaster?

Yes, the EAP can assist in locating resources for people dealing with grief, loss or emotional issues related to the fires.
What is Work/Life?

- Programs and resources that support employees in balancing their time between work and other important aspects of their lives.

- Balancing work and personal life requires daily efforts to make time for family, friends, community participation, spirituality, personal growth, self-care and many other areas.

- The EAP provides consultation with experts in their fields of:
  - Child care
  - Elder care
  - Daily living concerns

EAP can assist in finding providers and resources for:
- Childcare services and resources
- Adult care and concerns of aging
- Pet care
- Education and school selection materials
- Adoption information
- Retirement
- and much more!

Web-based self-search
Daily Living Issues

What is Daily Living?

- **Encompasses other areas of your life not related to emotional wellbeing, your family or dependent care situations.**
- **The EAP provides consultation with experts help to research daily living concerns, saving you time.**

- **EAP can assist in finding vendors and resources for:**
  - Contractors to fix the leaking room
  - Locate the leak in your slab
  - Trim or cut a tree
  - Landscape your yard
  - and much more!

- **Web-based self-search**
Question:
In the recent fires, employees and retirees lost their homes. Can the EAP assist in them in finding an architect, contractor or an engineer? Can the EAP give a list or what to look for when seeking these kinds of services?

Answer:
Yes, the EAP offers “daily living” consultants who can assist you in identifying most immediate needs and research local resources that you need. You can request a tip sheet, including questions to ask when shopping for these services.
The service provides employees toll-free access to financial professionals who can provide a 30 minute consultation on a variety of financial concerns including:

- Additional financial expenses due to fire
- Debt reduction and management
- Financial planning
- Bankruptcy prevention
- Comprehensive financial fitness
- Housing education and purchasing
- Budgeting/Credit report review
- Estate planning
- Foreclosure prevention
- Long-term goal setting
Question:
Due to the recent fires, are there any EAP programs that helps employees with disaster relief or is there a disaster expert?

Answer:
The EAP offers consultation to Districts and Schools to determine current clinical services needed in the wake of a large disaster.
Several Districts received onsite Critical Incident Response support at the request of their leadership.
The EAP provides onsite group debriefings for interested employees who have been impacted by disaster.
Legal Services

• Legal services provide access to a qualified legal professional either by phone or in-person

• Consultations are free, 30 minute session with an attorney qualified in the area of concern for each legal concern

• For in-person legal consultation, if you decide that you need legal representation, you receive a 25% discount on hourly fees of that attorney.

• Valuable legal resources are also available online on www.anthemeap.com.
Question:
Is there an advocacy support group in Sonoma County for people who have lost their homes?

Answer:
We encourage anyone seeking a specific resource to contact the EAP toll free number to see what might be available. Every caller’s situation is unique and available resources may depend on different circumstances.
The Emotional Toll

Losing your home/apt. can cause significant emotional distress

Don’t underestimate the challenges of evacuation, relocation and rebuilding after a fire

It is common for people to experience several stages of adjustment including shock, anger, depression and hopelessness
Our home is more than just a place to live

Losing your home in a fire involves not only the loss of your residence, but also many other things of value such as photo albums, important documents and treasured objects.

Most importantly, the home is your place of security, comfort and safety.

After a fire, this sense of security can also be lost and can significantly disrupt the normality of daily life.
Recovery & Coping

• Practicing proven stress-reduction techniques: regular exercises, meditation and deep breathing.
• Allowing yourself to feel bad, cry and release negative emotions in a healthy manner.
• Giving yourself permission to feel good. You can have periods of joy even when coping with loss.
• Making small decisions daily in order to feel in control of your life once more.
• Putting off major life decisions, such as switching jobs, if possible.
• Lowering your expectations of what you “should be doing.”
Try taking some steps to recovery

• Not isolating yourself too much. Spending some time with people is healthy.
• Talking about your ordeal with friends and family.
• Taking advantage of community support.
• Focusing on what you are thankful for in spite of your loss.
• Staying away from un-prescribed mood-altering substances, such as alcohol and other drugs.
• Getting plenty of rest when possible and maintain a normal sleep/wake cycle.
• Eating well-balanced meals.
myStrength

“The health club for your mind”

• Available to all employees and their household members
• Online and mobile resources to support your ongoing emotional wellbeing:
  • Inspirational videos, articles, quotes
  • Stress-management tools
  • Step-by-step eLearning modules to help manage depressive or anxious feelings
• Available 24/7
• Sign up via the EAP website.
• www.anthemeap.com
• Select the myStrength in the CENTERS area on the website.
Website resources

- More than 8,000 regularly updated articles/resources
- News for You monthly feature
- Self-search locators
- Financial calculators
- Free legal forms
- Skill builders for professional development
- Monthly on demand seminars on a variety of health, wellness and work life issues
Tools & Resources on the **EAP Website**

Welcome SISC - Self Insured Schools of California
Phone: 800-999-7222

**About Your Services**  **EAP Orientation**  **Feedback**  **Email the Expert**

Choose Language:  Go

Search
Advanced Search

**Homepage**  **Parenting**  **Aging**  **Balancing**  **Thriving**  **Working**  **Living**  **International**

**LET'S TALK DEPRESSION**
This is a multi-resource toolkit to support and educate members about depression.

**MEMBER CENTER**
Your self-service area:
- Search for EAP counseling
- Confirm your first appointment
- Send messages to your EAP

**THE WELLPOST**
Visit our blog for information and tips from our experts to live life to the fullest.

- Let's Talk Depression
- Monthly Promotion
- Legal/Financial
- myStrength.com
- Live Tobacco Free
- Savings Center
- Relocation Center
- CareFamily

**News For You**

**TX Shooting**
A lone gunman opened fire at a church in Sutherland Springs, Texas, killing at least 26 people and injuring 20 others. The 26-year-old shooter was later found dead inside the venue with a self-inflicted gunshot wound.
Identity Monitoring and Recovery

- Free identity theft monitoring service available by registering on the EAP website
- Educational materials on credit & protecting against identity theft
- ID Recovery Specialists available to help assess risk level and identify steps to resolve identity theft.
  - This may include:
    - Completing any necessary paperwork
    - Reporting to the consumer credit agencies
    - Help notify credit agencies and assist with contacting impacted creditors to negotiate credit issues
- Specialists will work with members to restore their financial identity to its pre-theft status.
Live Tobacco Free

Two Components of Tobacco Cessation

Online Program:
• 10 session online tobacco cessation program focusing on techniques to break the tobacco habit. Addresses the root emotional and physical causes of using tobacco.
• Session are on demand and accessible anytime.

Telephonic Coaching:
• Trained tobacco cessation coaches will help identify & address the triggers of tobacco use and how to overcome them.
• The coach will work with participants on pertinent issues in preparation for quitting such as family involvement, weight management and fitness.
• Supportive, motivational sessions are scheduled to help members attain wellness goals.
EAP Wellness Training

- Over 250 wellness topics are available for presentations to employees and management.

- Trainings can be provided to staff either on-site or via webinar.

- The EAP website contains an easy-to-access, 11 minute video which provides an overview of the program.
Two ways to Schedule an Appointment

Pick up the phone and call the toll free number, anytime day or night

- 800 999-7222

Don’t want to call?

Use the MEMBER CENTER on the website

- Log on the EAP website at www.anthameap.com. Click on the MEMBER CENTER and register
- Once registered you’ll have access to the entire EAP network of counselors
Question:
Can I request a male or female service provider? What if my issue is related to gender identity?

Answer:
Yes, you can request a specific gender and identify the clinical concerns you are calling about. You can request that we search for therapist who specialize in gender identity issues or a wide range of other specialties.
LiveHealth Online

Seeking help is a big step. Now it’s easy & convenient to have a face-to-face session with a consultant using your computer, tablet or smartphone

• Ability to schedule first visit quickly at a time that works for you. This may be the same day or within 4 days
• Ability to interact privately with a therapist from a comfortable place. *EAP online visits are available without additional cost or claim filing*
• To get started call the EAP toll free line and request a video session
**Question:**
What services aren’t covered by the EAP?

**Answer:**
- Long-term psychotherapy
- Facility Based Alcohol & drug treatment
- Prescriptions
- Legal representation
- Court ordered treatment
- Your Human Resources Dept.
  - Workers Compensation
  - Leaves of Absence
Promotional Materials

- EAP brochures
- Poster
- One page Fliers on:
  1. Child & Elder Care Resources
  2. Legal Services
  3. Financial Services
  4. ID Theft and Recovery
  5. Combined flier – Legal, Financial & ID
  6. Live Tobacco Free
  7. myStrength
- MONTHLY FEATURE flier to promote topic of the month and companion on demand webinars
- Quarterly newsletter
Everybody has a role to play

- Employees
- Managers
- Company
- EAP

800 999-7222
www.anthemeap.com
Program name: SISC