



**Public Safety**  
**EAP** *A division of ESI*

# ESI Employee Assistance Program

*More Benefits, Better Results,  
Higher Satisfaction.*

*EAP Proposal*

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# Contents

<b>➤ INTRODUCTION</b>	<b>3-4</b>
<b>▼ PRODUCTIVITY SOLUTION: EMPLOYEE ASSISTANCE</b>	<b>5-9</b>
<b>Employee Assistance Benefits and Services</b>	
Counseling Benefits ▪ Clinical Network ▪ Work-Life Benefits ▪ Legal, Financial, Debt Issues Caregiver Benefits ▪ Adoption Benefits ▪ Children with Disabilities Benefits ▪ Personal Research Assistant Self-Help Resources ▪ Public Safety Resource Centers ▪ Tools for Tough Times Wellness Resource Center ▪ Lifestyle Savings Benefit	
<b>▼ PEAK PERFORMANCE PERSONAL AND PROFESSIONAL BENEFITS</b>	<b>10-13</b>
<b>Peak Performance Coaching Benefits and Services</b>	
Certified Financial ▪ Balancing Life at Work and Home ▪ Resilience ▪ Effective Communication Certified Student Debt ▪ Home Purchase ▪ Relaxation for Beginners ▪ Workplace Conflict Practical Aspects of Retirement ▪ Succeeding as a Supervisor	
<b>Performance Solutions: Wellness Coaching</b>	
<b>Peak Performance Employee Development</b>	
Training Center: Personal & Professional Development ▪ Personal Finance & Education Center Onsite Training (optional)	
<b>▼ EAP ADMINISTRATION: ORIENTATION AND COMMUNICATION</b>	<b>14-15</b>
EAP Member Orientation ▪ EAP Supervisor Orientation ▪ EAP Ongoing Communication Automated Digital Communications (ADC) ▪ EAP Mobile Website ▪ Talkspace Go App	
<b>▼ MANAGER, SUPERVISOR AND HR SERVICES</b>	<b>16-17</b>
Human Resource Consultations ▪ Trauma Response ▪ Administrative Referral Supervisor Resource Center ▪ Drug-Free Workplace ▪ HR Web Café	
<b>▼ ESI ACCOUNTABILITY</b>	<b>18-19</b>
Confidentiality ▪ Activity Reports ▪ Quality Assurance Program	
<b>➤ ESI EAP PRICING</b>	<b>20</b>



# Introduction

## Your employees are your organization's number one asset.

*Employee wellbeing, engagement, and productivity are your top challenges.*

In today's challenging workplace with galloping inflation hitting budgets, employers can't afford yesterday's solutions to employee problems. Public Safety EAP has redefined the Employee Assistance Program (EAP) to meet the complex needs of today's workplace and to address the 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.

At ESI EAP, our focus is on providing the most comprehensive benefits to make the largest possible impact on improving employee lives and reducing lost productivity costs. We do this by offering an extensive menu of benefits and delivering three times the utilization of traditional EAPs.

ESI provides the most comprehensive solutions to address the wide range of workforce challenges that every HR executive faces, as well as to offer resources specific to Public Safety Personnel.

- **Employee Mental Health & Wellbeing:** Employee mental health continues to be a front-burner issue in the workplace, with numerous surveys pointing to high rates of anxiety, stress, and mental health issues.

**Solution: Superior counseling encompassing an array of therapy modalities, from in-the-moment and in-person counseling to text, telephonic, and video therapy.**

- **Employee Productivity:** Addressing productivity losses is mission critical. Employee problems, both large and small, result in an average of 3+ weeks of productivity loss each year, translating to \$3,400 per employee per year based on the current average salary of \$59,000 per year or \$1135 per week.

**Solution: More extensive problem-solving Employee Assistance Benefits than traditional EAPs.**



# Introduction

- **Employee Engagement:** In 2024, Gallup tracking reveals that engagement continues trending down among both full- and part-time employees, dropping to the lowest level in more than a decade. Engagement is key to many performance indicators, such as productivity, retention, customer service, safety, quality of work, and profitability.

**Solution: Enhanced EAP Benefit Communications to increase utilization, Coaching, Training, and Self-Help Resources.**

- **Employee Health:** Employee health problems take a toll in lost time and direct health costs. Poor diet, lack of exercise, and substance use are the primary drains.

**Solution: Wellness Coaching with Wellness Coaches and Clinicians, Wellness Assessments, Webinars, and Learning Centers.**

- **Employee Learning and Development:** Training is costly, averaging \$934 per employee per year in 2023, but employers who do not promote learning and employee development miss an opportunity to improve personal and professional performance and maximize retention.

**Solution: Coaching, thousands of online Training Programs, Webinars, Learning Centers, and Development Programs for both supervisors and employees.**

- **Budget Optimization:** Inflation increased benefit costs by an average of 6% in 2023. Benefit costs averaged \$12.77 per hour, or 29.6% of employee costs. At a cost of less than 1 cent per employee, per hour, ESI EAP can be your hardest working benefit, delivering counseling, coaching, training, manager support, reduced compliance risk, and a wide range of employee and family problem-solving and life-enhancing benefits.

**Solution: A comprehensive suite of budget-friendly benefits backed by a satisfaction guarantee.**

In the following proposal, we will provide details on the tools and solutions to address each of these challenges.

## About ESI

Public Safety EAP is a division of Employee Assistance Group. We have been delivering EAP services since 1987. We currently administer the EAP benefit for over 3,000 organizations and over 1,500,000 Members throughout the US and Canada. In 2021, ESI became an independently operated subsidiary of Medical Mutual of Ohio. 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

### Experience the ESI EAP Difference:

- 24/7 in-the-moment telephonic counseling with unparalleled support & care
- Not just another call in the queue – every interaction is personal, professional, & impactful
- ESI clinicians at the forefront prioritizing human connection and personal interaction over automated systems
- Multiple options to best fit your counseling and lifestyle needs – text, voice, video messaging, telehealth, and local in-person therapy
- 1.5 Million Members Strong Serving - 3000+ Clients
- 35+ years of trust and partnership - dedicated to helping our members

### ESI EAP Results:

- With triple the utilization rate of traditional EAPs, more employees get help.
- 98% employee member satisfaction rate.
- 96% client/employer renewal rate.
- 5-star rating by our Clients in the [SHRM Vendor Directory](#).

## Employee Assistance Benefits and Services

### Counseling Benefits

**Members speak directly with our professional staff counselors 24-hours a day via a toll-free number.**

At ESI EAP, we believe in the power of human connection, which is why our clinicians are always at the forefront, providing immediate, in-the-moment support. Our members are never just another call in a queue; they are greeted by expert counselors who answer the phone every time, ensuring that every interaction is personal, professional, and impactful. Every counselor has a Master's or PhD-level 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. Based on their initial assessment, counselors make referrals to match the caller with the best follow-up therapy options, including:

- **In-the-Moment and In-Person Counseling.** 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.



# Productivity Solution: Employee Assistance

- Digital therapies, including telephonic, text messaging, chat, and video therapies.
- Talkspace Go App. All members and their family members aged 13+ can access 400+ self-guided, interactive programs and live weekly therapist-led classes.

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 thousands of 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, CADC, SAP, LMFT, LPC)
- Referrals are provided after confirming the provider's availability and the insurance match, if applicable
- Minimum of 5 years of experience
- Completion of continuing education courses in compliance with the state of licensure
- Documented professional liability insurance
- Empaneled with health insurance
- Available to provide in-person, telehealth, and messaging counseling

## Work-Life Benefits

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

- Daycare/Child Care Services
- Interpersonal Relationships
- Estate and Probate Concerns
- Living Wills
- Elder Care Services
- Family Life
- Co-worker Relationships
- College

**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.



# Productivity Solution: Employee Assistance

**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.

## Children with Disabilities Benefits

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

## Personal Research Assistant

Everyday issues can disrupt an employee's productivity. Members can call or email ESI's **Personal Research Assistant** for research-based 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

## Self-Help Resources

Many Member problems benefit from self-help resources instead of, or in addition to, counseling. **Employees have unlimited access to extensive online Self-Help Resources.** Resources are available for thousands of topics. A sampling of subjects includes:

- Adoption Matters
- Automotive Purchases
- Cancer Information
- Child/Elder Care Providers
- Extensive Legal Library from NOLO
- Krames Staywell Medical Information
- Health/Wellness Videos
- Financial Calculators
- Separation & Divorce
- Nicotine Cessation
- Weight Loss
- Wills & Living Wills



# Productivity Solution: Employee Assistance

Members can access the Self-Help Resources directly at our website [www.PublicSafetyEAP.com](http://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.

- **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
- **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
- **Budget Helpers for Public Safety Personnel** – Topics include: Special Offers & Discounts; Technology & Media Tools; Financial Services & Assistance; Grants and Assistance; Professional Development Opportunities
- **Challenges of Military Deployment & Homecoming** – Topics include: Family Resources; Service Members & Veterans; Problems; Dealing With Disabilities; Resources for Employers

## Tools for Tough Times

**Tools for Tough Times** is a self-help 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 include resources to help Members do more with less, with helpful information on:

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





# Productivity Solution: Employee Assistance

## 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.

## Wellness Resource Center

ESI provides a **Wellness Resource Center** containing the latest, most reliable articles, videos and self-assessments for dealing with stress, diet, and fitness. 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.

## Lifestyle Savings Benefit

**Lifestyle Savings Benefit**, powered by BenefitHub, includes a menu of discounts, rewards and perks on thousands of brand name goods, products, and services that you purchase every day. Available benefits may vary by season and geography and are accessible from ESI's website.

Benefits are available in a variety of categories that include:

- Health & Wellness
- Auto
- Electronic
- Apparel
- Restaurants
- Beauty & Spa
- Travel



# Peak Performance Personal and Professional Benefits

## Performance Solutions: Peak Performance Coaching

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

These benefits include one-on-one telephonic coaching from Certified Coaches combined with structured, online trainings. Coaching is delivered by Master's or PhD-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 Certified HR Professionals 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 help Members 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 Certified HR Professionals 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.



# Peak Performance Personal and Professional Benefits

## **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.

## **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 Certified HR Professionals guide Members on strategies to adopt interpersonal methods to resolve conflict. Coaching includes one-on-one telephonic coaching and support.

## **Practical Aspects of Retirement Coaching**

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**

Senior Counselors and Certified HR Professionals 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.

## **Performance Solutions: Wellness Coaching**

While your EAP provides a self-help wellness benefit, Wellness Coaching provided by 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 Wellness Coaches and Behavioral Health Clinicians for the mental and emotional challenges each employee must overcome to improve their physical health in the following areas: Fitness, Nutrition & Weight Loss, Reducing Stress and Nicotine Cessation.



# Peak Performance Personal and Professional Benefits

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.

## Performance Solutions: Peak Performance Employee Learning & Development

The **ESI Training Center** is a comprehensive employee development resource offering online training options designed to help employees grow in both their work and personal lives. Thousands of trainings offer development resources to employees at all levels of the organization, from line staff and supervisors to middle and senior managers. Trainings cover compliance issues, personal and professional development, customer sales and service, management trainings, business skills, and more. The online Training Center also includes featured Webinars, Learning Centers, and Training Bites focused on popular growth topics such as gratitude, goal setting, communication, sleep, building resilience, and more. New trainings are added monthly.

### Sampling of Course Topics

- HR Compliance Courses
- Health & Wellness
- Personal & Career Development
- Leadership & Management
- Working Remotely
- Teamwork & Collaboration
- Workplace Safety
- IT, Microsoft, Google Apps, & More

### Personal Finance & Education Center

The **Personal Finance & Education Center** includes online tutorials 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



# Peak Performance Personal and Professional Benefits

## Webinars

Members can attend live monthly online webinars or access them on demand in a growing library of topics in the Self-Help Resource Center. Webinars encompass Personal & Professional Development, Health & Wellness, Legal, Financial, and Family Life topics.

## Learning Centers

Every month, a new Learning Center focused on a personal or professional development topic is added to the Self-Help Resource Center. Learning Centers group a variety of resources related to the theme, such as webinars, articles, assessments, and suggested apps, books, and podcasts.

## Onsite Training

ESI can also provide **Onsite Training**. *Additional charges may apply.*

Seminar topics include:

- Balancing Work & Personal Lives
- Compassion Fatigue/Self-Care
- Excellence in Customer Service
- Introduction to Mindfulness
- Navigating Change
- Stress and Resiliency
- Building Effective Work Teams for Managers
- Effective Communication
- Emotional Intelligence in the Workplace



## EAP Administration: Orientation and Communication

### 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 utilization. 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 availability of employees and supervisors, orientations are delivered via group web conference meetings and online orientation videos for both employees and supervisors. Employee information sessions cover the following:

- Detailed description of the EAP benefits 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, Self-Help Resources, and Lifestyle Savings Benefit
- 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 Administration: Orientation and Communication

## EAP Ongoing Communication

As part of a continued awareness campaign, ESI provides a wide variety of high-quality video, hardcopy, and electronic materials to promote ongoing awareness and utilization of EAP benefits and services. The continued awareness campaign includes:

- Brochures
- Monthly Newsletters
- Wallet Cards
- Payroll Stuffers
- Posters
- Flyers
- 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 - triple 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, and videos.

## EAP Mobile Website

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 app. Members can download the free EAP App for iOS (Apple) and Android which will provide mobile access to our website.

## Talkspace Go App

Members have access to 400+ self-guided, interactive courses, live weekly therapist-led anonymous classes, and more. Members can improve mental health and wellbeing in just 5 minutes a day with self-guided programs for individuals, couples, and parents.

- 400+ self-guided, interactive courses
- Live weekly therapist-led anonymous group classes
- Assessments, exercises, journaling, reminders
- Address anxiety, stress, burnout, trust, & more

## Explore EAP Benefits

Scan the QR code with your device or smart phone to explore more about our EAP benefits.





## Manager, Supervisor and HR Services

### Human Resource Consultations

Consultations are available in virtually every critical area of human resource management. Managers can access Counselors and Certified Professionals in Human Resources for complex employee issues requiring specific HR expertise. ESI's Certified HR Professionals are available for consultation on various employment matters such as FMLA, ADA and Workers' Compensation. Account Managers are also available for consultation regarding benefits, EAP awareness strategies, training recommendations and other operational questions.

### Trauma Response

Through our **Trauma Response** services, ESI has trained counselors 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 trained in basic and advanced critical incident stress management. Common reasons for 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, educational materials, 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.





# Manager, Supervisor and HR Services

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**, a gateway to managerial orientation, benefits, tools, and training from your EAP. It includes resources on compliance issues, best practices, and HR trends, as well as an extensive array of articles and Web resources from leading experts, all designed to help resolve 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
- Trauma Response and Manager's Guide to Grief & Loss
- Stress, Mental Health, and Substance Misuse

## 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 resources to meet both needs.

Drug-Free Workplace online training and policy development assistance is available. In addition, there are online DOT resources including compliance issues and online supervisor training. There is no additional charge for these services but 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 monthly. A sampling of popular blog postings includes:

HR Trends; Monthly Key Dates for Employee Communications; HR Compliance Matters; Extreme Heat Toolkit; Making Mental Health a Priority; Tools for the Sober Curious; What to Know About the Fentanyl Crisis; Post-Pandemic Report Shows a Troubling Rise in Risky Drinking; Tips to Protect Yourself from Cyber and Phone Fraud; Violence Prevention in the Workplace; Wellness tips and resources.



## 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 EAP statistical **Activity Reports** monthly. These reports reflect referral statistics categorized by presenting problem and actual units of service rendered. EAP 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.



## ESI Accountability

**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, the problem is immediately addressed by the Chief Clinical Officer who will initiate a resolution within 24 hours—usually sooner. Your account manager will 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.



# ESI EAP Pricing

This quote is good for 60 days.

<b>Number of Sessions:</b>	3
<b>Cost Per Employee Per Month:</b> (may be rounded)	Flat Rate
<b>Cost Per Employee Per Year:</b>	Flat Rate
<b>Number of Employees Covered Under Plan:</b>	20
<b>Total Cost of EAP Per Year:</b>	\$2,500

## • Employee Benefits and Services Summary

### ✓ Counseling Benefits

- Face-to-Face Sessions per life situation per year: **Listed Above**
- Unrestricted Telephonic Counseling ▪ Family Members Covered ▪ Master's & PhD-level Licensed Counselors
- Digital therapies, including telephonic, text messaging, chat and video
- Digital mobile app with self-guided, interactive courses and weekly therapist-led classes.

### ✓ Work-Life Benefits

- Legal ▪ Financial ▪ Caregiver Benefits ▪ Adoption Benefits ▪ Children with Disabilities ▪ Personal Research Assistant
- Self-Help Resources ▪ Tools for Tough Times ▪ Pet Information ▪ Public Safety Resource Centers

### ✓ ESI Employee & Learning Development

- Personal & Professional Online Trainings from BizLibrary ▪ Personal Finance & Education Center
- Monthly Webinars ▪ Online Learning Centers

### ✓ Wellness Resource Center & Lifestyle Savings Benefit

## • Peak Performance Coaching Benefits and Services – Topics Include:

- Certified Financial ▪ Balancing Life at Work and Home ▪ Resilience ▪ Effective Communication
- Certified Student Debt ▪ Home Purchase ▪ Relaxation for Beginners ▪ Workplace Conflict
- Practical Aspects of Retirement ▪ Succeeding as a Supervisor ▪ Wellness Coaching Included

## • Administration Services

- EAP Member & Supervisor Orientation ▪ EAP Ongoing Communication
- Automated Digital Communication (ADC) ▪ EAP Mobile Website ▪ Talkspace Go App

## • Manager, Supervisor and HR Services

- Human Resource Consultations ▪ Administrative Referral
- Supervisor Resource Center ▪ Drug-Free Workplace ▪ HR Web Café

## • Trauma Response: \$250 per hour plus travel time

## • ESI Accountability: Confidentiality, Activity Reports, Quality Assurance Program

On-Site Seminars: ▪ 30-60 minute sessions: \$375 ▪ 90-minute sessions: \$450 ▪ Virtual sessions: \$350 ▪ Additional charges may apply